CHANGE SERVICE REQUESTED

July 15, 2005 Volume 27 Number 28 www.processor.com



Data Center Clean Routine

Keep Tabs On Maintenance & Upkeep

by Christian Perry . . .

By their very nature, data centers create cyclical environments that blend not only dizzying amounts of power and speed but also dust and clutter that can grind efficiency to a standstill.

To keep servers humming properly, fans depend on cool, clean air to maintain safe operating temperatures; personnel depend on managed cables to prevent interference and reduce troubleshooting time; and the entire room depends on regularly tested fire, HVAC, and backup equipment to ensure safe, efficient operation of all its contained equipment.

When only one of those factors breaks down, that cyclical environment takes on

an element that can wreak havoc across the entire data center. Only a small amount of dust, metal contamination, temperature fluctuation, or cable interference can lead to plenty of headaches, time, and money spent trying to find and eliminate the problem.



Spic & Span

With regular, proper maintenance, data center managers can avoid these problems, and taking the first step might be simpler than you think.

> "The single most important thing to be done is vacuuming the data center on a regular basis with a specially designed vacuum made for cleaning critical environments," says Ron Miglini, president of Sealco. "What you want to do is capture the dust and dirt-fancily called particulate contamination-and remove it from the room."

> Miglini, whose company specializes in cleaning and maintaining data centers, says that a big mistake is dust mopping or sweeping the floor, which simply picks up Go to Page 8, Column 1

Per-employee phone use has risen in just about every job

function, as well. The salesper-

son who used to need about an

hour a day on his cell phone

Adding to the cost pressure,

responsibility for wireless and

other communications budgets

are often split. IT may take care

of the Wi-Fi bill, while pur-

chasing (or even a separate tele-

communications department)

handles everything else.

may now be talking for two.

Controlling Wireless Costs

Consultants Offer Many Services To Help You Deal With The Phone Company

by Steven S. Ross

KEEPING TRACK of employees' cell phone usage was bad enough. But now they go on the road with Wi-Fi laptops and PDAs. And WiMAX is coming in a few years with the promise of enough bandwidth to use VoIP digital phones over the data network. It's time to get wireless communication costs under control.

The first step is to recognize the scope of the problem. The Yankee Group estimates that wireless services now take about a quarter of the average company's telecommunications budget. Although your organization may be different—a lot of salespeople on the road, for instance, will raise the wireless total wireless has wedged its way into surprising areas of activity. It's used for monitoring remote instruments, automatically tracking vehicles, and even as a backup to landlines. Then there are the ubiquitous BlackBerry and Treo devices.

Tips For Controlling Costs In his book, "What Great Telecom Managers Know," consultant Roger Yang, CEO of Avema, offers 10 key tips to Go to Page 8, Column 1

Wireless services now take about a quarter of the average company's telecommunications budget.

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COVER FOCUS

Maintenance & Upkeep

Regular data center maintenance and upkeep is a vital, yet often-overlooked aspect of data center work. We offer expert advice on what needs to be done, tips for hiring a cleaning company or doing it yourself, and help in tracking inventory.

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■ The SATA FlexMount by **Data Protection** Solutions can add immediate redundancy and automatic failover protection to any pair of SATA hard drives. **Toundry Networks** released several new SecureIron products. ■ HP introduced three new backup products.

Micro Solutions introduced the LockBox biometric fingerprint access hard drive. ■ Minicom Advanced Systems announced the Smart IP Access, an IP access KVM switch. ■ Moxa announced three new wireless serial device server products that have three-in-one interfaces. Raritan announced enhancements to its remote management appliance, the CommandCenter. **Tumbleweed Communications** announced its MailGate AntiSpam 2.5. ■ Verari Systems introduced the BladeRack 2 blade server platform.

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Europe Rejects Patent Proposal

☐ Monthly

THE EUROPEAN PARLIAMENT rejected the Computer Implemented Inventions Directive, a proposal that would have allowed for the widespread patenting of software. The vote brings an end to nearly four years of fighting between high-tech companies, smaller vendors, and the open-source community. It's unclear at this time whether the directive will undergo revisions and be brought up for debate again.

Symantec, Veritas Finalize Deal

SYMANTEC AND VERITAS officially united July 2, finalizing a \$13.5 billion merger deal. The deal won approval from both companies' shareholders in late June. Symantec Chairman and CEO John Thompson will head the combined company, while Veritas Chairman and CEO Gary Bloom will be Symantec's vice chairman and president.

China Joins Antispam Pact

CHINA, PEGGED AS possibly the world's second-biggest source of spam by the United Kingdom's Department of Trade and Industry, joined an international antispam effort. The London Action Plan on Spam Enforcement is backed by the United States and United Kingdom and aims for increased contact between governments and better enforcement of antispam regulations. The London Action Plan coordinated two recent antispam efforts: Spam Sweep, involving agencies and businesses in 30 countries, and Spam Zombies, in which letters were sent to 3,000 ISPs telling them how to make their computers less inviting for spammers.

IETF Approves Antispam Proposals

THE INTERNET ENGINEERING Steering Group, a division of the IETF, has approved both the Sender Policy Framework and Sender ID Framework specifications as experimental protocols. Both specifications

propose ways to reduce the amount of junk email by strengthening a weakness in SMTP that lets email senders spoof their domains. The IESG says it does not endorse or support either of the proposals but believes an experimental phase is key to the process of setting the standard. Critics fear that Microsoft will use its power to coerce the industry into accepting Sender ID.

Gates Issues Outsourcing Warning

MICROSOFT CHAIRMAN Bill Gates, speaking at the Japan Business Federation, said IT firms should avoid outsourcing their core functions and staff. He warned that "If you rely too much on people in other companies and countries . . . you are outsourcing your brains, where you are making all the innovation." Gates emphasized that companies should remain competitive by investing in research and development rather than cutting costs; he spoke of the need to train better, and more, engineers to stay on the cutting edge in the increasingly competitive global marketplace.

Revised Indictment For Former CA CEO

THE INDICTMENT AGAINST Sanjay Kumar, the ex-CEO of CA, has been revised to charge Kumar with authorizing \$3.7 million to bribe a client not to reveal CA's illegal accounting practices. Such practices include using a 35-day month that enabled CA to book licensing revenue it had not yet received. The revised indictment includes nine charges against Kumar and Stephen Richards, CA's former head of worldwide sales.

■ Microsoft Faces New Suit, Settles Another

GO, A PIONEER IN the pen computing industry, has filed an antitrust lawsuit against Microsoft alleging it tried to prevent Go from entering the PC operating system market. Go also claims Microsoft stole its technology, threatened Go investor Intel, and used incentives and threats to persuade major computer makers not to use Go's OS. This lawsuit comes on the heels of Microsoft settling the lawsuit the U.S. Justice Department brought against it claiming its discriminatory pricing and overcharging practices hurt IBM. Microsoft will pay IBM \$775 million and will give a \$75 million credit toward Microsoft software.

U.S. Invests Big In Nanotechnology

A REPORT FROM Lux Research shows that the United States invested \$1.6 billion in nanotechnology research in 2004, far more than most other countries. Nanotechnology is the science of developing projects from components that measure less than 100 nanometers, at which time matter begins to exhibit different characteristics. Despite the large investment, the United States is still falling behind Asian competitors, which tend to focus on more practical uses for the technology. Lux recommends that the U.S. federal government follow this lead and invest in projects that could lead to practical nanotech products.

Senate Proposes New Security Bill

THE SENATE HAS introduced a new bill recommending stiffer penalties for people who steal personal data and new guidelines for corporate data security. The Personal Data Privacy And Security Act, being cosponsored by Senators Patrick Leahy and Arlen Specter, is a response to the high number of recent security breaches affecting consumers' personal data. The bill has a number of proposals, including limiting the number and types of companies that can require consumers' Social Security Numbers and creating stiffer penalties for those convicted of database intrusions. Critics complain the bill will only add additional paperwork and compliance requirements to already overwhelmed businesses.

Microsoft Considering Adware Purchase

To COMPETE WITH Google and Yahoo!, Microsoft is considering purchasing controversial adware maker Claria, a company long equated with delivering pop-up ads and tracking Web users' activities. MSN would benefit in that Claria's advertising network targets and sells promotions to those outside the MSN Network, where Google, AOL, and Yahoo! already occupy space. MSN would also get the technology to personalize its ads and tailor content to surfers. In addition, this buyout would give Microsoft access to Claria's system, which has in-depth knowledge of consumer Internet behavior.

This information provides a quick glimpse of current and historical stock prices and trends for 16 major companies in the technology market.

Company	Symbol	Year Ago	June 28 \$	July 6 \$	% change from previous week
Avaya	AV	N/A	\$8.35	\$7.99	▼ 4.31%
BEA Systems	BEAS	N/A	\$8.97	\$8.87	▼ 1.11%
Computer Associates	CA	\$25.81	\$27.91	\$27.87	▼ 0.14%
Cisco Systems	CSCO	\$22.36	\$19.16	\$18.82	▼ 1.77%
Dell	DELL	\$35.94	\$39.57	\$39.44	▼ 0.33%
Electronic Data Systems	EDS	\$18.46	\$19.27	\$19.40	▲ 0.67%
Google	GOOG	N/A	\$302	\$291.53	▼ 3.47%
HP	HPQ	\$20.13	\$23.66	\$23.96	▲ 1.27%
IBM	IBM	\$83.89	\$75.30	\$75.81	▲ 0.68%
Intel	INTC	\$26.57	\$26.33	\$26.50	▲ 0.65%
McAfee	MFE	N/A	\$26.81	\$27.18	▲ 1.38%
Microsoft	MSFT	\$27.86	\$25.07	\$24.70	▼ 1.48%
Oracle	ORCL	\$11.03	\$12.83	\$13.32	▲ 3.82%
Red Hat Software	RHAT	N/A	\$12.81	\$14.43	▲ 12.65%
Sun Microsystems	SUNW	\$4	\$3.74	\$3.70	▼ 1.07%
Symantec	SYMC	N/A	N/A	\$21.49	N/A

NOTE: This information is meant for reference only and should not be used as a basis for buy/sell decisions.

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BUYERS' GUIDE

MARKET WATCH

Versatile Network Management Applications

Software Packages Becoming More Complex To Offer Increased Control

by Chris A. MacKinnon

THIS WEEK'S MARKETWATCH focuses on network management applications. Small to medium-sized enterprises looking for full control over complex networks are using various types of network management solutions. Many solutions are available from a host of companies offering different types of applications, ranging in price from freeware to tens of thousands of dollars. Network management applications have been increasing in size and complexity, addressing a broad segment of heterogeneous

computing environments. Features To Look For

There are a few items to keep in mind when purchasing the ideal network management application. For instance, start with applications that are platform-neutral and agentless. If a solution does not provide detailed network documentation, along with sophisticated data sorting, filtering, and search and drilldown techniques, it's best to keep looking. A good network management solution will also provide continuous real-time fault and threshold-based performance monitoring, as well as real-time measurement and problem diagnosis capabilities. SNMP monitoring and management features are also paramount for alerting purposes.

According to IDC, the entire network management software market reached \$3.3 billion in 2003, the most recent year for which data is available. Let's take a look at four of the top products in the network management applications category.

Automatic Scan

GFI Software, a developer of content security, network security, and messaging software, offers Network Server Monitor, a



SNAPSHOT

GFI Software Network Server Monitor

10 servers for \$499 or unlimited for \$999

A network monitor that lets administrators automatically scan networks for irregularities or failures

www.gfi.com

network monitor enabling administrators to automatically scan networks for failures or irregularities. The solution monitors both the network and servers for software and hardware failures. Network Server Monitor can send alerts via SMS, pager, email, or a network message. The software can monitor Windows and Linux servers, as well as database servers including SQL, Oracle, and ODBCbased servers. Network Server Monitor also includes checks for Exchange 2000/2003, ISA server, and IIS. In addition, the software will monitor items such as disk space, services, and processes on servers and workstations.

GFI says the software is easy to learn and use and is easy to deploy, with no client components or agents involved on the machines being monitored. One of the best features of the software is its ability to take corrective action automatically when problems arise. Network Server Monitor also allows for network status viewing from anywhere in the world and can monitor user, group, and other

Active Directory information. With Network Server Monitor, administrators can build their own custom checks by writing a VBscript (Windows) or an SSH shell script (Linux). The software can also check the status of a terminal server by actually performing a complete login and check to see if sessions are established correctly.

Keeping A Lookout

NetCrunch is developed by Ad-Rem Software, a software provider offering management, administration, and troubleshooting solutions for corporate networks. AdRem NetCrunch is a Web-enabled management application providing automated mapping, monitoring, alerting, and reporting across multiple platforms (including



SNAPSHOT

AdRem Software NetCrunch

NetCrunch 3.1 Premium (including a oneyear standard service agreement) starts at \$1,695; Standard version is \$1,195

A Web-enabled application that provides automated mapping, monitoring, alerting, and reporting for multiple platforms

www.adremsoft.com

Windows, Linux, and NetWare) on TCP/IP networks. When a device outage or service degradation occurs, NetCrunch can visually indicate the trouble spot, issue an alert to an administrator (using a variety of notification methods), or automatically perform remote corrective actions.

The program automatically discovers and maps the physical and logical network assets and continuously monitors their status, performance, and utilization. NetCrunch can send problem notifications to users via email, pager, SMS, SNMP, ICQ, and syslog messages. The program also groups network hosts by platform, location, IP address, or host type using dynamically updated filtered network maps. Similar to GFI's Network Server Monitor, NetCrunch users don't have to deploy agents on monitored network assets.

Through a control-room view of the entire network and program reports, network administrators can quickly document and troubleshoot network health, as well as optimize network utilization. NetCrunch is licensed by the number of administrator workstations, whereby a single license would entitle a user to monitor an unlimited number of hosts in a network.

NetCrunch offers lightweight or instant network visualization and monitoring, where users don't have to deploy agents on monitored assets and can quickly become productive by using predefined management policies.

Pinpoint Vulnerabilities

Lumeta, a network intelligence software provider, offers its patent-pending IPsonar product suite, which helps administrators find network vulnerabilities and resolve critical network configuration problems.

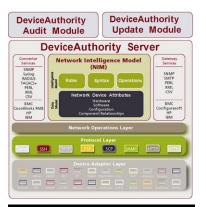
Unlike other products in the network management applications category, IPsonar discovers the unknown portions of IP networks, letting IT organizations manage and secure the entire enterprise. IPsonar provides network intelligence (including network discovery, leak discovery, device discovery, and visual analytics) that extends the visibility of network management solutions while enhancing security risk management solutions such as host vulnerability management, patch management, and security information management systems.

One of IPsonar's features, called MapViewer, integrates information visualization with interaction and query capabilities to explore the information that the visualizations reveal. Users can explore large quantities of data and discover relationships and patterns that lead to proactive decision making.

IPsonar can be differentiated from other solutions in more ways than one. For example, besides finding unknown portions of IP networks, IPsonar can verify the integrity of network defenses and scale to millions of IP addresses. The solution also provides unique visual analytics for mining network intelligence on IP networks. Some of IPsonar's advanced security features include PKI authentication, security auditing capabilities, secure session management and tamper management, as well as network time protocol support.

Extensive Support

Rounding off the group is Alter-Point's DeviceAuthority Suite 3.5, a network change and configuration management solution for complex, multivendor network environments. The Device-Authority Suite is composed of three components: Server, Audit, and Update modules. The Server component would be most relevant to this category, as the intelligent foundation of DeviceAuthority



SNAPSHOT

AlterPoint DeviceAuthority Suite 3.5

Pricing starts at \$19,950 for 100 devices

A network change and configuration management solution for complex, multivendor network environments

www.alterpoint.com

Suite, as it provides a secure centralized repository and seamless integration into the enterprise.

DeviceAuthority Server supports Linux, Windows, and the Solaris platform. The Server component also provides typical database support options, including Microsoft SQL Server, mySQL, and Oracle, when compared to other network management solutions. AlterPoint

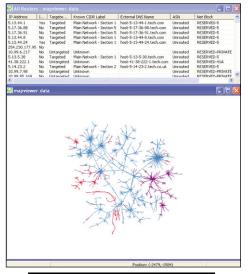
claims that DeviceAuthority Server provides the most extensive network device support in the industry, with certification for 25 network device manufacturers spanning 10 device classes (including routers, switches, firewalls, load balancers, and VoIP gateways) and over 1,000 device models.

Vendors offer network management packages ranging from simple to complex. Picking the right application depends on the type of network being managed. Although most vendors will boast that their product is unmatched in performance and exceeds the capabilities of other products in the market, today's

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networks require more than that,

so do your homework first.



SNAPSHOT

Lumeta IPsonar

Flexible term-licensing options start at \$25,000

Helps administrators find network vulnerabilities and resolve critical network configuration problems

www.lumeta.com

Buying Tips

Here are some useful buying tips for network management software for customers with small and midsized networks. The ideal solution should:

- Be platform-neutral and agentless
- Allow for zero-effort deployment
- Provide detailed network documentation that offers a unified view of the network and provides sophisticated data sorting, filtering, and search and drill-down techniques
- Provide continuous real-time fault and threshold-based performance monitoring (across devices, network services, and applications)
- Help prioritize problem resolution via the alert escalation
- Offer a real-time measurement/assessment/problem diagnosis
- Provide full-featured SNMP monitoring and management capabilities with the ability to remotely set SNMP values
- Provide Web access capability consistent with the program's main user interface

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BETA SYSTEMS SOFTWARE	21 45 20 44	FLEXSPACE INC	18	OPHIT USA		TIGI TIPPINGPOINT TECHNOLOGIES	.36 .12
BETA SYSTEMS SOFTWARE BIG BAND NETWORKS BINDVIEW BIO SLIM DISK	21 45 20 44 9	FLEXSPACE INC FORCE 10 NETWORKS FORENSIC EXPLORERS FORESCOUT TECHNOLOGIES INC		OPHIT USA OPTICA TECHNOLOGIES OVERSIGHT TECHNOLOGIES	50 24 17	TIGI	.36 .12 .34
BETA SYSTEMS SOFTWARE BIG BAND NETWORKS BINDVIEW BIO SLIM DISK BIT MICRO	21 45 20 44 9	FLEXSPACE INC FORCE 10 NETWORKS FORENSIC EXPLORERS FORESCOUT TECHNOLOGIES INC FORTINET	18 54 12	OPHIT USA OPTICA TECHNOLOGIES OVERSIGHT TECHNOLOGIES OVISGATE		TIGI . TIPPINGPOINT TECHNOLOGIES	.36 .12 .34 .24
BETA SYSTEMS SOFTWARE BIG BAND NETWORKS BINDVIEW BIO SLIM DISK	21 45 20 44 9 29 13	FLEXSPACE INC FORCE 10 NETWORKS FORENSIC EXPLORERS FORESCOUT TECHNOLOGIES INC	18 54 12 12	OPHIT USA OPTICA TECHNOLOGIES OVERSIGHT TECHNOLOGIES		TIGI	.36 .12 .34 .24
BETA SYSTEMS SOFTWARE BIG BAND NETWORKS BINDVIEW BIO SLIM DISK BIT MICRO BLADE FUSION	21 45 20 44 9 29 13 49	FLEXSPACE INC FORCE 10 NETWORKS FORENSIC EXPLORERS FORESCOUT TECHNOLOGIES INC FORTINET FORTINET	18 54 12 12 13	OPHIT USA OPTICA TECHNOLOGIES OVERSIGHT TECHNOLOGIES OVISGATE PANDUIT CORP		TIGI TIPPINGPOINT TECHNOLOGIES TOPOWER COMPUTERS USA TRACE AFFEX TRANSCEND	.36 .12 .34 .24 .33
BETA SYSTEMS SOFTWARE BIG BAND NETWORKS BINDVIEW BIO SLIM DISK BIT MICRO BLADE FUSION BLADELOGIC	21 45 20 44 9 29 13 49	FLEXSPACE INC FORCE 10 NETWORKS FORENSIC EXPLORERS FORESCOUT TECHNOLOGIES INC FORTINET FORTINET FORTRESS TECHNOLOGIES		OPHIT USA OPTICA TECHNOLOGIES OVERSIGHT TECHNOLOGIES OVISGATE PANDUIT CORP PANGEAN TECHNOLOGIES LLC		TIGI TIPPINGPOINT TECHNOLOGIES TOPOWER COMPUTERS USA TRACE AFFEX TRANSCEND TRICERAT	.36 .12 .34 .24 .33 .50
BETA SYSTEMS SOFTWARE BIG BAND NETWORKS BINDVIEW BIO SLIM DISK BIT MICRO BLADE FUSION BLADELOGIC BLUE COAT SYSTEMS INC	21 45 20 44 9 29 13 49 10	FLEXSPACE INC FORCE 10 NETWORKS FORENSIC EXPLORERS FORESCOUT TECHNOLOGIES INC FORTINET FORTINET FORTRESS TECHNOLOGIES FPD DESIGN GROUP		OPHIT USA OPTICA TECHNOLOGIES OVERSIGHT TECHNOLOGIES OVISGATE PANDUIT CORP PANGEAN TECHNOLOGIES LLC PARAGENTEC PARALAN GROUP PASSGO TECHNOLOGIES		TIGI TIPPINGPOINT TECHNOLOGIES TOPOWER COMPUTERS USA TRACE AFFEX TRANSCEND TRICERAT TRIMMAIL / DYMETA / COMCO	.36 .34 .24 .33 .50 .27
BETA SYSTEMS SOFTWARE BIG BAND NETWORKS BINDVIEW BIO SLIM DISK BIT MICRO BLADE FUSION BLADELOGIC BLUE COAT SYSTEMS INC BLUE RIDGE NETWORKS	21 45 20 44 9 29 13 49 10 21	FLEXSPACE INC FORCE 10 NETWORKS FORENSIC EXPLORERS FORESCOUT TECHNOLOGIES INC FORTINET FORTINET FORTRESS TECHNOLOGIES FPD DESIGN GROUP FUTURESOFT		OPHIT USA OPTICA TECHNOLOGIES OVERSIGHT TECHNOLOGIES OVISGATE PANDUIT CORP PANGEAN TECHNOLOGIES LLC PARAGENTEC PARALAN GROUP		TIGI TIPPINGPOINT TECHNOLOGIES TOPOWER COMPUTERS USA TRACE AFFEX TRANSCEND TRICERAT TRIMMAIL / DYMETA / COMCO TRIPP-LITE TRIPP-LITE TRIPP-LITE	.36 .12 .34 .24 .33 .50 .27 .21 .59
BETA SYSTEMS SOFTWARE BIG BAND NETWORKS BINDVIEW BIO SLIM DISK BIT MICRO BLADE FUSION BLADELOGIC BLUE COAT SYSTEMS INC BLUE RIDGE NETWORKS BLUESOCKET BMT MICRO BOXLIGHT CORP	214520449291349102121212125	FLEXSPACE INC FORCE 10 NETWORKS FORENSIC EXPLORERS FORESCOUT TECHNOLOGIES INC FORTINET FORTINET FORTRESS TECHNOLOGIES FPD DESIGN GROUP FUTURESOFT GFI SOFTWARE		OPHIT USA OPTICA TECHNOLOGIES OVERSIGHT TECHNOLOGIES OVISGATE PANDUIT CORP PANGEAN TECHNOLOGIES LLC PARAGENTEC PARALAN GROUP PASSGO TECHNOLOGIES PASSWORD CRACKERS INC PC AMERICA		TIGI TIPPINGPOINT TECHNOLOGIES TOPOWER COMPUTERS USA TRACE AFFEX TRANSCEND TRICERAT TRIMMAIL / DYMETA / COMCO TRIPP-LITE TRIPP-LITE TRIPP-LITE TRIPP-LITE TRIPPHIRE	.36 .12 .34 .24 .33 .50 .27 .21 .59 .60
BETA SYSTEMS SOFTWARE BIG BAND NETWORKS BINDVIEW BIO SLIM DISK BIT MICRO BLADE FUSION BLADELOGIC BLUE COAT SYSTEMS INC BLUE RIDGE NETWORKS BLUESOCKET BMT MICRO BOXLIGHT CORP BRAVO COMMUNICATIONS INC	214520449291349102121492518	FLEXSPACE INC FORCE 10 NETWORKS FORENSIC EXPLORERS FORESCOUT TECHNOLOGIES INC FORTINET FORTINET FORTRESS TECHNOLOGIES FPD DESIGN GROUP FUTURESOFT GFI SOFTWARE GFI SOFTWARE GIGABYTE TECHNOLOGY INC GIGAFAST ETHERNET		OPHIT USA OPTICA TECHNOLOGIES OVERSIGHT TECHNOLOGIES OVISGATE PANDUIT CORP PANGEAN TECHNOLOGIES LLC PARAGENTEC PARALAN GROUP PASSGO TECHNOLOGIES PASSWORD CRACKERS INC PC AMERICA PEDESTAL SOFTWARE		TIGI TIPPINGPOINT TECHNOLOGIES TOPOWER COMPUTERS USA TRACE AFFEX TRANSCEND TRICERAT TRIMMAIL / DYMETA / COMCO TRIPP-LITE TRIPP-LITE TRIPP-LITE TRIPP-LITE TRIPP-LITE TRIPP-LITE TRIPPIRE TRIPWIRE TRIPWIRE	.36 .12 .34 .24 .33 .50 .27 .21 .59 .60
BETA SYSTEMS SOFTWARE BIG BAND NETWORKS BINDVIEW BIO SLIM DISK BIT MICRO BLADE FUSION BLADELOGIC BLUE COAT SYSTEMS INC BLUE RIDGE NETWORKS BLUESOCKET BMT MICRO BOXLIGHT CORP BRAVO COMMUNICATIONS INC BREECE HILL LLC	21452044929134910212149251828	FLEXSPACE INC FORCE 10 NETWORKS FORENSIC EXPLORERS FORESCOUT TECHNOLOGIES INC FORTINET FORTINET FORTRESS TECHNOLOGIES FPD DESIGN GROUP FUTURESOFT GFI SOFTWARE GFI SOFTWARE GIGABYTE TECHNOLOGY INC GIGAFAST ETHERNET GO CABLES		OPHIT USA OPTICA TECHNOLOGIES OVERSIGHT TECHNOLOGIES OVISGATE PANDUIT CORP PANGEAN TECHNOLOGIES LLC PARAGENTEC PARALAN GROUP PASSGO TECHNOLOGIES PASSWORD CRACKERS INC PC AMERICA PEDESTAL SOFTWARE PEGASUS COMPUTER MARKETING		TIGI TIPPINGPOINT TECHNOLOGIES TOPOWER COMPUTERS USA TRACE AFFEX TRANSCEND TRICERAT TRIMMAIL / DYMETA / COMCO TRIPP-LITE TRIPP-LITE TRIPP-LITE TRIPPVIRE TRIPWIRE TRIPWIRE TRUE NORTH SOLUTIONS	.36 .12 .34 .24 .33 .50 .27 .21 .59 .60 .39 .47
BETA SYSTEMS SOFTWARE BIG BAND NETWORKS BINDVIEW BIO SLIM DISK BIT MICRO BLADE FUSION BLADELOGIC BLUE COAT SYSTEMS INC BLUE RIDGE NETWORKS BLUESOCKET BMT MICRO BOXLIGHT CORP BRAVO COMMUNICATIONS INC BREECE HILL LLC BRIGADOON SOFTWARE INC	2145204492913491021214925182844	FLEXSPACE INC FORCE 10 NETWORKS FORENSIC EXPLORERS FORESCOUT TECHNOLOGIES INC FORTINET FORTINET FORTRESS TECHNOLOGIES FPD DESIGN GROUP FUTURESOFT GFI SOFTWARE GFI SOFTWARE GIGABYTE TECHNOLOGY INC GIGAFAST ETHERNET GO CABLES GREENWICH TECHNOLOGY PARTNERS		OPHIT USA OPTICA TECHNOLOGIES OVERSIGHT TECHNOLOGIES OVISGATE PANDUIT CORP PANGEAN TECHNOLOGIES LLC PARAGENTEC PARALAN GROUP PASSGO TECHNOLOGIES PASSWORD CRACKERS INC PC AMERICA PEDESTAL SOFTWARE PEGASUS COMPUTER MARKETING PENTAX TECHNOLOGIES		TIGI TIPPINGPOINT TECHNOLOGIES TOPOWER COMPUTERS USA TRACE AFFEX TRANSCEND TRICERAT TRIMMAIL / DYMETA / COMCO TRIPP-LITE TRIPP-LITE TRIPP-LITE TRIPP-LITE TRIPPIRE TRIPWIRE TRIPWIRE TRUE NORTH SOLUTIONS TRUSTED NETWORK TECHNOLOGIES	.36 .12 .34 .33 .50 .27 .21 .59 .60 .39 .47 .38
BETA SYSTEMS SOFTWARE BIG BAND NETWORKS BINDVIEW BIO SLIM DISK BIT MICRO BLADE FUSION BLADELOGIC BLUE COAT SYSTEMS INC BLUE RIDGE NETWORKS BLUESOCKET BMT MICRO BOXLIGHT CORP BRAVO COMMUNICATIONS INC BREECE HILL LLC BRIGADOON SOFTWARE INC BRITESTREAM NETWORKS	2145204492913491021214925182844	FLEXSPACE INC FORCE 10 NETWORKS FORENSIC EXPLORERS FORESCOUT TECHNOLOGIES INC FORTINET FORTINET FORTRESS TECHNOLOGIES FPD DESIGN GROUP FUTURESOFT GFI SOFTWARE GIGABYTE TECHNOLOGY INC GIGAFAST ETHERNET GO CABLES GREENWICH TECHNOLOGY PARTNERS GREENWICH TECHNOLOGY PARTNERS		OPHIT USA OPTICA TECHNOLOGIES OVERSIGHT TECHNOLOGIES OVISGATE PANDUIT CORP PANGEAN TECHNOLOGIES LLC PARAGENTEC PARALAN GROUP PASSGO TECHNOLOGIES PASSWORD CRACKERS INC PC AMERICA PEDESTAL SOFTWARE PEGASUS COMPUTER MARKETING PENTAX TECHNOLOGIES PERFCAP CORP		TIGI TIPPINGPOINT TECHNOLOGIES TOPOWER COMPUTERS USA TRACE AFFEX TRANSCEND TRICERAT TRIMMAIL / DYMETA / COMCO TRIPP-LITE TRIPP-LITE TRIPP-LITE TRIPPLITE TRIPPHIRE TRIPWIRE TRIPWIRE TRUE NORTH SOLUTIONS TRUSTED NETWORK TECHNOLOGIES TUMBLEWEED INC	.36 .12 .34 .33 .50 .27 .21 .59 .60 .39 .47 .38 .10
BETA SYSTEMS SOFTWARE BIG BAND NETWORKS BINDVIEW BIO SLIM DISK BIT MICRO BLADE FUSION BLADELOGIC BLUE COAT SYSTEMS INC BLUE RIDGE NETWORKS BLUESOCKET BMT MICRO BOXLIGHT CORP BRAVO COMMUNICATIONS INC BREECE HILL LLC BRIGADOON SOFTWARE INC BRITESTREAM NETWORKS BROCADE	21452044929134910212149251828443417	FLEXSPACE INC FORCE 10 NETWORKS FORENSIC EXPLORERS FORESCOUT TECHNOLOGIES INC FORTINET FORTINET FORTRESS TECHNOLOGIES FPD DESIGN GROUP FUTURESOFT GFI SOFTWARE GIGABYTE TECHNOLOGY INC GIGAFAST ETHERNET GO CABLES GREENWICH TECHNOLOGY PARTNERS GREENWICH TECHNOLOGY PARTNERS GRIDNODE INC		OPHIT USA OPTICA TECHNOLOGIES OVERSIGHT TECHNOLOGIES OVISGATE PANDUIT CORP PANGEAN TECHNOLOGIES LLC PARAGENTEC PARALAN GROUP PASSGO TECHNOLOGIES PASSWORD CRACKERS INC PC AMERICA PEDESTAL SOFTWARE PEGASUS COMPUTER MARKETING PENTAX TECHNOLOGIES PERFCAP CORP PERFORMANCE IT		TIGI TIPPINGPOINT TECHNOLOGIES TOPOWER COMPUTERS USA TRACE AFFEX TRANSCEND TRICERAT TRIMMAIL / DYMETA / COMCO TRIPP-LITE TRIPP-LITE TRIPP-LITE TRIPPINE TRIPWIRE TRUE NORTH SOLUTIONS TRUSTED NETWORK TECHNOLOGIES TUMBLEWEED INC TURTLE - PERM-A-STORE	.36 .12 .34 .24 .33 .50 .27 .21 .59 .60 .39 .47 .38 .10
BETA SYSTEMS SOFTWARE BIG BAND NETWORKS BINDVIEW BIO SLIM DISK BIT MICRO BLADE FUSION BLADELOGIC BLUE COAT SYSTEMS INC BLUE RIDGE NETWORKS BLUESOCKET BMT MICRO BOXLIGHT CORP BRAVO COMMUNICATIONS INC BREECE HILL LLC BRIGADOON SOFTWARE INC BRITESTREAM NETWORKS BROCADE BTECH INC	214520449291349102121214925182844341759	FLEXSPACE INC FORCE 10 NETWORKS FORENSIC EXPLORERS FORESCOUT TECHNOLOGIES INC FORTINET FORTINET FORTRESS TECHNOLOGIES FPD DESIGN GROUP FUTURESOFT GFI SOFTWARE GGI SOFTWARE GIGABYTE TECHNOLOGY INC GIGAFAST ETHERNET GO CABLES GREENWICH TECHNOLOGY PARTNERS GREENWICH TECHNOLOGY PARTNERS GRIDNODE INC GUARDEDNET		OPHIT USA OPTICA TECHNOLOGIES OVERSIGHT TECHNOLOGIES OVISGATE PANDUIT CORP PANGEAN TECHNOLOGIES LLC PARAGENTEC PARALAN GROUP PASSGO TECHNOLOGIES PASSWORD CRACKERS INC PC AMERICA PEDESTAL SOFTWARE PEGASUS COMPUTER MARKETING PENTAX TECHNOLOGIES PERFCAP CORP PERFORMANCE IT PIXEL TOUCH		TIGI TIPPINGPOINT TECHNOLOGIES TOPOWER COMPUTERS USA TRACE AFFEX TRANSCEND TRICERAT TRIMMAIL / DYMETA / COMCO TRIPP-LITE TRIPP-LITE TRIPP-LITE TRIPP-LITE TRIPP-LITE TRIPWIRE TRIPWIRE TRUE NORTH SOLUTIONS TRUSTED NETWORK TECHNOLOGIES TUMBLEWEED INC TURTLE - PERM-A-STORE TWINHEAD CORP	.36 .12 .34 .24 .33 .50 .27 .21 .59 .60 .39 .47 .38 .10 .40 .61
BETA SYSTEMS SOFTWARE BIG BAND NETWORKS BINDVIEW BIO SLIM DISK BIT MICRO BLADE FUSION BLADELOGIC BLUE COAT SYSTEMS INC BLUE RIDGE NETWORKS BLUESOCKET BMT MICRO BOXLIGHT CORP BRAVO COMMUNICATIONS INC BRECCE HILL LLC BRIGADOON SOFTWARE INC BRITESTREAM NETWORKS BROCADE BTECH INC BUFFALO TECHNOLOGY		FLEXSPACE INC FORCE 10 NETWORKS FORENSIC EXPLORERS FORESCOUT TECHNOLOGIES INC FORTINET FORTINET FORTRESS TECHNOLOGIES FPD DESIGN GROUP FUTURESOFT GFI SOFTWARE GIGABYTE TECHNOLOGY INC GIGAFAST ETHERNET GO CABLES GREENWICH TECHNOLOGY PARTNERS GREENWICH TECHNOLOGY PARTNERS GRIDNODE INC GUARDEDNET HERGO ERGONOMIC SUPPORT SYS		OPHIT USA OPTICA TECHNOLOGIES OVERSIGHT TECHNOLOGIES OVISGATE PANDUIT CORP PANGEAN TECHNOLOGIES LLC PARAGENTEC PARALAN GROUP PASSGO TECHNOLOGIES PASSWORD CRACKERS INC PC AMERICA PEDESTAL SOFTWARE PEGASUS COMPUTER MARKETING PENTAX TECHNOLOGIES PERFCAP CORP PERFORMANCE IT PIXEL TOUCH PLATESPIN		TIGI TIPPINGPOINT TECHNOLOGIES TOPOWER COMPUTERS USA TRACE AFFEX TRANSCEND TRICERAT TRIMMAIL / DYMETA / COMCO TRIPP-LITE TRIPP-LITE TRIPP-LITE TRIPP-LITE TRIPWIRE TRIPWIRE TRUE NORTH SOLUTIONS TRUSTED NETWORK TECHNOLOGIES TUMBLEWEED INC TURTLE - PERM-A-STORE TWINHEAD CORP UNIPRESS SOFTWARE	.36 .12 .34 .24 .33 .50 .27 .21 .59 .60 .39 .47 .38 .10 .40 .61 .23
BETA SYSTEMS SOFTWARE BIG BAND NETWORKS BINDVIEW BIO SLIM DISK BIT MICRO BLADE FUSION BLADELOGIC BLUE COAT SYSTEMS INC BLUE RIDGE NETWORKS BLUESOCKET BMT MICRO BOXLIGHT CORP BRAVO COMMUNICATIONS INC BREECE HILL LLC BRIGADOON SOFTWARE INC BRITESTREAM NETWORKS BROCADE BTECH INC BUFFALO TECHNOLOGY BUS-TECH		FLEXSPACE INC FORCE 10 NETWORKS FORENSIC EXPLORERS FORESCOUT TECHNOLOGIES INC FORTINET FORTINET FORTRESS TECHNOLOGIES FPD DESIGN GROUP FUTURESOFT GFI SOFTWARE GIGABYTE TECHNOLOGY INC GIGAFAST ETHERNET GO CABLES GREENWICH TECHNOLOGY PARTNERS GREENWICH TECHNOLOGY PARTNERS GREENWICH TECHNOLOGY PARTNERS GRIDNODE INC GUARDEDNET HERGO ERGONOMIC SUPPORT SYS		OPHIT USA OPTICA TECHNOLOGIES OVERSIGHT TECHNOLOGIES OVISGATE PANDUIT CORP PANGEAN TECHNOLOGIES LLC PARAGENTEC PARALAN GROUP PASSGO TECHNOLOGIES PASSWORD CRACKERS INC PC AMERICA PEDESTAL SOFTWARE PEGASUS COMPUTER MARKETING PENTAX TECHNOLOGIES PERFCAP CORP PERFORMANCE IT PIXEL TOUCH PLATESPIN PORT 80 SOFTWARE		TIGI TIPPINGPOINT TECHNOLOGIES TOPOWER COMPUTERS USA TRACE AFFEX TRANSCEND TRICERAT TRIMMAIL / DYMETA / COMCO TRIPP-LITE TRIPP-LITE TRIPP-LITE TRIPP-LITE TRIPWIRE TRIPWIRE TRUE NORTH SOLUTIONS TRUSTED NETWORK TECHNOLOGIES TUMBLEWEED INC TURTLE - PERM-A-STORE TWINHEAD CORP UNIPRESS SOFTWARE VALENCE TECHNOLOGY	.36 .12 .34 .33 .50 .27 .21 .59 .47 .38 .10 .40 .40 .37 .24
BETA SYSTEMS SOFTWARE BIG BAND NETWORKS BINDVIEW BIO SLIM DISK BIT MICRO BLADE FUSION BLADELOGIC BLUE COAT SYSTEMS INC BLUE RIDGE NETWORKS BLUESOCKET BMT MICRO BOXLIGHT CORP BRAVO COMMUNICATIONS INC BREECE HILL LLC BRIGADOON SOFTWARE INC BRITESTREAM NETWORKS BROCADE BTECH INC BUFFALO TECHNOLOGY BUS-TECH BYTE BOX INC		FLEXSPACE INC FORCE 10 NETWORKS FORENSIC EXPLORERS FORESCOUT TECHNOLOGIES INC FORTINET FORTINET FORTINET FORTRESS TECHNOLOGIES FPD DESIGN GROUP FUTURESOFT GFI SOFTWARE GFI SOFTWARE GIGABYTE TECHNOLOGY INC GIGAFAST ETHERNET GO CABLES GREENWICH TECHNOLOGY PARTNERS GREENWICH TECHNOLOGY PARTNERS GREENWICH TECHNOLOGY PARTNERS GRIDNODE INC GUARDEDNET HERGO ERGONOMIC SUPPORT SYS HERGO ERGONOMIC SUPPORT SYS HOTBRICK USA		OPHIT USA OPTICA TECHNOLOGIES OVERSIGHT TECHNOLOGIES OVISGATE PANDUIT CORP PANGEAN TECHNOLOGIES LLC PARAGENTEC PARALAN GROUP PASSGO TECHNOLOGIES PASSWORD CRACKERS INC PC AMERICA PEDESTAL SOFTWARE PEGASUS COMPUTER MARKETING PENTAX TECHNOLOGIES PERFCAP CORP PERFORMANCE IT PIXEL TOUCH PLATESPIN PORT 80 SOFTWARE POWERHOUSE TECHNOLOGIES GROUP		TIGI TIPPINGPOINT TECHNOLOGIES TOPOWER COMPUTERS USA TRACE AFFEX TRANSCEND TRICERAT TRIMMAIL / DYMETA / COMCO TRIPP-LITE TRIPP-LITE TRIPP-LITE TRIPP-LITE TRIPWIRE TRUE NORTH SOLUTIONS TRUSTED NETWORK TECHNOLOGIES TUMBLEWEED INC TURTLE - PERM-A-STORE TWINHEAD CORP UNIPRESS SOFTWARE VALENCE TECHNOLOGY VERIFICHI	.36 .12 .34 .24 .33 .50 .27 .21 .59 .60 .39 .47 .38 .10 .40 .61 .23 .37 .24
BETA SYSTEMS SOFTWARE BIG BAND NETWORKS BINDVIEW BIO SLIM DISK BIT MICRO BLADE FUSION BLADELOGIC BLUE COAT SYSTEMS INC BLUE RIDGE NETWORKS BLUESOCKET BMT MICRO BOXLIGHT CORP BRAVO COMMUNICATIONS INC BREECE HILL LLC BRIGADOON SOFTWARE INC BRITESTREAM NETWORKS BROCADE BTECH INC BUFFALO TECHNOLOGY BUSTECH BYTE BOX INC BYTE BOX INC	2145204492913492121212125182844	FLEXSPACE INC FORCE 10 NETWORKS FORENSIC EXPLORERS FORESCOUT TECHNOLOGIES INC FORTINET FORTINET FORTINET FORTRESS TECHNOLOGIES FPD DESIGN GROUP FUTURESOFT GFI SOFTWARE GFI SOFTWARE GIGABYTE TECHNOLOGY INC GIGAFAST ETHERNET GO CABLES GREENWICH TECHNOLOGY PARTNERS GREENWICH TECHNOLOGY PARTNERS GREENWICH TECHNOLOGY PARTNERS GRIDNODE INC GUARDEDNET HERGO ERGONOMIC SUPPORT SYS HERGO ERGONOMIC SUPPORT SYS HOTBRICK USA HUNTEC INC		OPHIT USA OPTICA TECHNOLOGIES OVERSIGHT TECHNOLOGIES OVISGATE PANDUIT CORP PANGEAN TECHNOLOGIES LLC PARAGENTEC PARALAN GROUP PASSGO TECHNOLOGIES PASSWORD CRACKERS INC PC AMERICA PEDESTAL SOFTWARE PEGASUS COMPUTER MARKETING PENTAX TECHNOLOGIES PERFCAP CORP PERFORMANCE IT PIXEL TOUCH PLATESPIN PORT 80 SOFTWARE POWERHOUSE TECHNOLOGIES GROUP PREDATORWATCH INC		TIGI TIPPINGPOINT TECHNOLOGIES TOPOWER COMPUTERS USA TRACE AFFEX TRANSCEND TRICERAT TRIMMAIL / DYMETA / COMCO TRIPP-LITE TRIPP-LITE TRIPP-LITE TRIPP-LITE TRIPWIRE TRUE NORTH SOLUTIONS TRUSTED NETWORK TECHNOLOGIES TUMBLEWEED INC TURTLE - PERM-A-STORE TWINHEAD CORP UNIPRESS SOFTWARE VALENCE TECHNOLOGY VERIFICHI VERITAS	.36 .12 .34 .33 .50 .27 .21 .59 .60 .39 .47 .38 .10 .40 .41 .23 .37 .24 .49 .45
BETA SYSTEMS SOFTWARE BIG BAND NETWORKS BINDVIEW BIO SLIM DISK BIT MICRO BLADE FUSION BLADELOGIC BLUE COAT SYSTEMS INC BLUE RIDGE NETWORKS BLUESOCKET BMT MICRO BOXLIGHT CORP BRAVO COMMUNICATIONS INC BREECE HILL LLC BRIGADOON SOFTWARE INC BRITESTREAM NETWORKS BROCADE BTECH INC BUFFALO TECHNOLOGY BUS-TECH BYTE BOX INC BYTECC BYTECC	214520449291349102121492518284434175920282828	FLEXSPACE INC FORCE 10 NETWORKS FORENSIC EXPLORERS FORESCOUT TECHNOLOGIES INC FORTINET FORTINET FORTINET FORTRESS TECHNOLOGIES FPD DESIGN GROUP FUTURESOFT GFI SOFTWARE GFI SOFTWARE GIGABYTE TECHNOLOGY INC GIGAFAST ETHERNET GO CABLES GREENWICH TECHNOLOGY PARTNERS GREENWICH TECHNOLOGY PARTNERS GRIENDODE INC GUARDEDNET HERGO ERGONOMIC SUPPORT SYS HOTBRICK USA HUNTEC INC		OPHIT USA OPTICA TECHNOLOGIES OVERSIGHT TECHNOLOGIES OVISGATE PANDUIT CORP PANGEAN TECHNOLOGIES LLC PARAGENTEC PARALAN GROUP PASSGO TECHNOLOGIES PASSWORD CRACKERS INC PC AMERICA PEDESTAL SOFTWARE PEGASUS COMPUTER MARKETING PENTAX TECHNOLOGIES PERFORMANCE IT PIXEL TOUCH PLATESPIN PORT 80 SOFTWARE POWERHOUSE TECHNOLOGIES GROUP PREDATORWATCH INC PREMIER SOLUTIONS CO		TIGI TIPPINGPOINT TECHNOLOGIES TOPOWER COMPUTERS USA TRACE AFFEX TRANSCEND TRICERAT TRIMMAIL / DYMETA / COMCO TRIPP-LITE TRIPP-LITE TRIPP-LITE TRIPPWIRE TRIPWIRE TRUE NORTH SOLUTIONS TRUSTED NETWORK TECHNOLOGIES TUMBLEWEED INC TURTLE - PERM'A-STORE TWINHEAD CORP UNIPRESS SOFTWARE VALENCE TECHNOLOGY VERIFICHI VERITAS	.36 .12 .34 .24 .33 .50 .27 .21 .59 .60 .39 .47 .38 .10 .40 .41 .23 .37 .24 .45 .45
BETA SYSTEMS SOFTWARE BIG BAND NETWORKS BINDVIEW BIO SLIM DISK BIT MICRO BLADE FUSION BLADELOGIC BLUE COAT SYSTEMS INC BLUE RIDGE NETWORKS BLUESOCKET BMT MICRO BOXLIGHT CORP BRAVO COMMUNICATIONS INC BREECE HILL LLC BRIGADOON SOFTWARE INC BRITESTREAM NETWORKS BROCADE BTECH INC BUFFALO TECHNOLOGY BUSTECH BYTE BOX INC BYTECC CABLES FOR LESS	21452044929134910212149251828443417592028612828	FLEXSPACE INC FORCE 10 NETWORKS FORENSIC EXPLORERS FORESCOUT TECHNOLOGIES INC FORTINET FORTINET FORTINET FORTRESS TECHNOLOGIES FPD DESIGN GROUP FUTURESOFT GFI SOFTWARE GFI SOFTWARE GIGABYTE TECHNOLOGY INC GIGAFAST ETHERNET GO CABLES GREENWICH TECHNOLOGY PARTNERS GREENWICH TECHNOLOGY PARTNERS GREENWICH TECHNOLOGY PARTNERS GRIDNODE INC GUARDEDNET HERGO ERGONOMIC SUPPORT SYS HERGO ERGONOMIC SUPPORT SYS HOTBRICK USA HUNTEC INC		OPHIT USA OPTICA TECHNOLOGIES OVERSIGHT TECHNOLOGIES OVISGATE PANDUIT CORP PANGEAN TECHNOLOGIES LLC PARAGENTEC PARALAN GROUP PASSGO TECHNOLOGIES PASSWORD CRACKERS INC PC AMERICA PEDESTAL SOFTWARE PEGASUS COMPUTER MARKETING PENTAX TECHNOLOGIES PERFCAP CORP PERFORMANCE IT PIXEL TOUCH PLATESPIN PORT 80 SOFTWARE POWERHOUSE TECHNOLOGIES GROUP PREDATORWATCH INC		TIGI TIPPINGPOINT TECHNOLOGIES TOPOWER COMPUTERS USA TRACE AFFEX TRANSCEND TRICERAT TRIMMAIL / DYMETA / COMCO TRIPP-LITE TRIPP-LITE TRIPP-LITE TRIPP-LITE TRIPWIRE TRUE NORTH SOLUTIONS TRUSTED NETWORK TECHNOLOGIES TUMBLEWEED INC TURTLE - PERM-A-STORE TWINHEAD CORP UNIPRESS SOFTWARE VALENCE TECHNOLOGY VERIFICHI VERITAS	.36 .12 .34 .24 .33 .50 .27 .21 .59 .60 .39 .47 .40 .40 .42 .45 .47 .48
BETA SYSTEMS SOFTWARE BIG BAND NETWORKS BINDVIEW BIO SLIM DISK BIT MICRO BLADE FUSION BLADELOGIC BLUE COAT SYSTEMS INC BLUE RIDGE NETWORKS BLUESOCKET BMT MICRO BOXLIGHT CORP BRAVO COMMUNICATIONS INC BREECE HILL LLC BRIGADOON SOFTWARE INC BRITESTREAM NETWORKS BROCADE BTECH INC BUSTECH BYTE BOX INC BYTECC CABLES FOR LESS CADD ENGINEERING SUPPLY	21452044929134910212149251828443417592028612861283255	FLEXSPACE INC FORCE 10 NETWORKS FORENSIC EXPLORERS FORESCOUT TECHNOLOGIES INC FORTINET FORTINET FORTINET FORTRESS TECHNOLOGIES FPD DESIGN GROUP FUTURESOFT GFI SOFTWARE GFI SOFTWARE GIGABYTE TECHNOLOGY INC GIGAFAST ETHERNET GO CABLES GREENWICH TECHNOLOGY PARTNERS GREENWICH TECHNOLOGY PARTNERS GRIDNODE INC GUARDEDNET HERGO ERGONOMIC SUPPORT SYS HERGO ERGONOMIC SUPPORT SYS HOTBRICK USA HUNTEC INC 12 TELECOM IDENTIX INC		OPHIT USA OPTICA TECHNOLOGIES OVERSIGHT TECHNOLOGIES OVISGATE PANDUIT CORP PANGEAN TECHNOLOGIES LLC PARAGENTEC PARALAN GROUP PASSGO TECHNOLOGIES PASSWORD CRACKERS INC PC AMERICA PEDESTAL SOFTWARE PEGASUS COMPUTER MARKETING PENTAX TECHNOLOGIES PERFORMANCE IT PIXEL TOUCH PLATESPIN PORT 80 SOFTWARE POWERHOUSE TECHNOLOGIES GROUP PREDATORWATCH INC PREMIER SOLUTIONS CO PRINTEK INC		TIGI TIPPINGPOINT TECHNOLOGIES TOPOWER COMPUTERS USA TRACE AFFEX TRANSCEND TRICERAT TRIMMAIL / DYMETA / COMCO TRIPP-LITE TRIPP-LITE TRIPP-LITE TRIPP-LITE TRIPPWIRE TRIPWIRE TRUE NORTH SOLUTIONS TRUSTED NETWORK TECHNOLOGIES TUMBLEWEED INC TURTLE - PERM-A-STORE TWINHEAD CORP UNIPRESS SOFTWARE VALENCE TECHNOLOGY VERIFICHI VERITAS VERITAS VERITAS VERSA TECHNOLOGY INC	.36 .12 .34 .24 .33 .50 .27 .21 .59 .60 .39 .47 .38 .10 .40 .61 .23 .37 .24 .45 .47 .48 .55
BETA SYSTEMS SOFTWARE BIG BAND NETWORKS BINDVIEW BIO SLIM DISK BIT MICRO BLADE FUSION BLADELOGIC BLUE COAT SYSTEMS INC BLUE RIDGE NETWORKS BLUESOCKET BMT MICRO BOXLIGHT CORP BRAVO COMMUNICATIONS INC BREECE HILL LLC BRIGADOON SOFTWARE INC BRITESTREAM NETWORKS BROCADE BTECH INC BUFFALO TECHNOLOGY BUSTECH BYTE BOX INC BYTECC CABLES FOR LESS	2145204492913491021214925182844341759202861286128325525	FLEXSPACE INC FORCE 10 NETWORKS FORENSIC EXPLORERS FORESCOUT TECHNOLOGIES INC FORTINET FORTINET FORTINET FORTRESS TECHNOLOGIES FPD DESIGN GROUP FUTURESOFT GFI SOFTWARE GFI SOFTWARE GIGABYTE TECHNOLOGY INC GIGAFAST ETHERNET GO CABLES GREENWICH TECHNOLOGY PARTNERS GREENWICH TECHNOLOGY PARTNERS GRIDNODE INC GUARDEDNET HERGO ERGONOMIC SUPPORT SYS HOTBRICK USA HUNTEC INC IZ TELECOM IDENTIX INC		OPHIT USA OPTICA TECHNOLOGIES OVERSIGHT TECHNOLOGIES OVISGATE PANDUIT CORP PANGEAN TECHNOLOGIES LLC PARAGENTEC PARALAN GROUP PASSGO TECHNOLOGIES PASSWORD CRACKERS INC PC AMERICA PEDESTAL SOFTWARE PEGASUS COMPUTER MARKETING PENTAX TECHNOLOGIES PERFCAP CORP PERFORMANCE IT PIXEL TOUCH PLATESPIN PORT 80 SOFTWARE POWERHOUSE TECHNOLOGIES GROUP PREDATORWATCH INC PREMIER SOLUTIONS CO PRINTEK INC PRINTRONIX		TIGI TIPPINGPOINT TECHNOLOGIES TOPOWER COMPUTERS USA TRACE AFFEX TRANSCEND TRICERAT TRIMMAIL / DYMETA / COMCO TRIPP-LITE TRIPP-LITE TRIPP-LITE TRIPPWIRE TRIPWIRE TRUE NORTH SOLUTIONS TRUSTED NETWORK TECHNOLOGIES TUMBLEWEED INC TURTLE - PERM-A-STORE TWINHEAD CORP UNIPRESS SOFTWARE VALENCE TECHNOLOGY VERIFICHI VERITAS VERITAS	.36 .12 .34 .24 .33 .50 .27 .21 .59 .60 .39 .47 .38 .10 .40 .41 .42 .45 .45 .45 .55
BETA SYSTEMS SOFTWARE BIG BAND NETWORKS BINDVIEW BIO SLIM DISK BIT MICRO BLADE FUSION BLADELOGIC BLUE COAT SYSTEMS INC BLUE RIDGE NETWORKS BLUESOCKET BMT MICRO BOXLIGHT CORP BRAVO COMMUNICATIONS INC BREECE HILL LLC BRIGADOON SOFTWARE INC BRITESTREAM NETWORKS BROCADE BTECH INC BUFFALO TECHNOLOGY BUSTECH BYTE BOX INC BYTECC CABLES FOR LESS CADD ENGINEERING SUPPLY CALLAGHAN QUINN ASSOCIATES CAMBIA SECURITY		FLEXSPACE INC FORCE 10 NETWORKS FORENSIC EXPLORERS FORESCOUT TECHNOLOGIES INC FORTINET FORTINET FORTINET FORTRESS TECHNOLOGIES FPD DESIGN GROUP FUTURESOFT GFI SOFTWARE GFI SOFTWARE GIGABYTE TECHNOLOGY INC GIGAFAST ETHERNET GO CABLES GREENWICH TECHNOLOGY PARTNERS GREENWICH TECHNOLOGY PARTNERS GRIDNODE INC GUARDEDNET HERGO ERGONOMIC SUPPORT SYS HERGO ERGONOMIC SUPPORT SYS HOTBRICK USA HUNTEC INC 12 TELECOM IDENTIX INC IG2 DATA SECURITY INC ILACS		OPHIT USA OPTICA TECHNOLOGIES OVERSIGHT TECHNOLOGIES OVISGATE PANDUIT CORP PANGEAN TECHNOLOGIES LLC PARAGENTEC PARALAN GROUP PASSGO TECHNOLOGIES PASSWORD CRACKERS INC PC AMERICA PEDESTAL SOFTWARE PEGASUS COMPUTER MARKETING PENTAX TECHNOLOGIES PERFCAP CORP PERFORMANCE IT PIXEL TOUCH PLATESPIN PORT 80 SOFTWARE POWERHOUSE TECHNOLOGIES GROUP PREDATORWATCH INC PREMIER SOLUTIONS CO PRINTEK INC PRINTRONIX PROCERA NETWORKS INC PROCESS SOFTWARE LLC		TIGI TIPPINGPOINT TECHNOLOGIES TOPOWER COMPUTERS USA TRACE AFFEX TRANSCEND TRICERAT TRIMMAIL / DYMETA / COMCO TRIPP-LITE TRIPP-LITE TRIPP-LITE TRIPP-LITE TRIPPWIRE TRIPWIRE TRUE NORTH SOLUTIONS TRUSTED NETWORK TECHNOLOGIES TUMBLEWEED INC TURTLE - PERM-A-STORE TWINHEAD CORP UNIPRESS SOFTWARE VALENCE TECHNOLOGY VERIFICHI VERITAS VERITAS VERITAS VERSA TECHNOLOGY INC VERSITRON	.36 .12 .34 .24 .33 .50 .27 .21 .59 .60 .40 .40 .41 .42 .43 .45 .47 .48 .55 .55 .55
BETA SYSTEMS SOFTWARE BIG BAND NETWORKS BINDVIEW BIO SLIM DISK BIT MICRO BLADE FUSION BLADELOGIC BLUE COAT SYSTEMS INC BLUE RIDGE NETWORKS BLUESOCKET BMT MICRO BOXLIGHT CORP BRAVO COMMUNICATIONS INC BREECE HILL LLC BRIGADOON SOFTWARE INC BRITESTREAM NETWORKS BROCADE BTECH INC BUSTECH BYTE BOX INC BYTECC CABLES FOR LESS CADD ENGINEERING SUPPLY CALLAGHAN QUINN ASSOCIATES		FLEXSPACE INC FORCE 10 NETWORKS FORENSIC EXPLORERS FORESCOUT TECHNOLOGIES INC FORTINET FORTINET FORTINET FORTRESS TECHNOLOGIES FPD DESIGN GROUP FUTURESOFT GFI SOFTWARE GIGABYTE TECHNOLOGY INC GIGAFAST ETHERNET GO CABLES GREENWICH TECHNOLOGY PARTNERS GREENWICH TECHNOLOGY PARTNERS GREENWICH TECHNOLOGY PARTNERS GRIDNODE INC GUARDEDNET HERGO ERGONOMIC SUPPORT SYS HERGO ERGONOMIC SUPPORT SYS HOTBRICK USA HUNTEC INC 12 TELECOM IDENTIX INC IG2 DATA SECURITY INC ILACS IMPRINTS USA		OPHIT USA OPTICA TECHNOLOGIES OVERSIGHT TECHNOLOGIES OVISGATE PANDUIT CORP PANGEAN TECHNOLOGIES LLC PARAGENTEC PARALAN GROUP PASSGO TECHNOLOGIES PASSWORD CRACKERS INC PC AMERICA PEDESTAL SOFTWARE PEGASUS COMPUTER MARKETING PENTAX TECHNOLOGIES PERFCAP CORP PERFORMANCE IT PIXEL TOUCH PLATESPIN PORT 80 SOFTWARE POWERHOUSE TECHNOLOGIES GROUP PREDATORWATCH INC PREMIER SOLUTIONS CO PRINTEK INC PRINTRONIX PROCERA NETWORKS INC		TIGI TIPPINGPOINT TECHNOLOGIES TOPOWER COMPUTERS USA TRACE AFFEX TRANSCEND TRICERAT TRIMMAIL / DYMETA / COMCO TRIPP-LITE TRIPP-LITE TRIPP-LITE TRIPP-LITE TRIPP-LITE TRIPPWIRE TRIPWIRE TRUE NORTH SOLUTIONS TRUSTED NETWORK TECHNOLOGIES TUMBLEWEED INC TURTLE - PERM-A-STORE TWINHEAD CORP UNIPRESS SOFTWARE VALENCE TECHNOLOGY VERIFICHI VERITAS VERITAS VERITAS VERSTEON VIACK CORPORATION	.36 .12 .34 .24 .33 .50 .27 .21 .59 .60 .40 .40 .41 .42 .43 .45 .47 .48 .55 .55 .55
BETA SYSTEMS SOFTWARE BIG BAND NETWORKS BINDVIEW BIO SLIM DISK BIT MICRO BLADE FUSION BLADELOGIC BLUE COAT SYSTEMS INC BLUE RIDGE NETWORKS BLUESOCKET BMT MICRO BOXLIGHT CORP BRAVO COMMUNICATIONS INC BREECE HILL LLC BRIGADOON SOFTWARE INC BRITESTREAM NETWORKS BROCADE BTECH INC BUFFALO TECHNOLOGY BUS-TECH BYTE BOX INC BYTECC CABLES FOR LESS CADD ENGINEERING SUPPLY CALLAGHAN QUINN ASSOCIATES CAMBIA SECURITY CAMINOSOFT		FLEXSPACE INC FORCE 10 NETWORKS FORENSIC EXPLORERS FORESCOUT TECHNOLOGIES INC FORTINET FORTINET FORTINET FORTRESS TECHNOLOGIES FPD DESIGN GROUP FUTURESOFT GFI SOFTWARE GIGABYTE TECHNOLOGY INC GIGAFAST ETHERNET GO CABLES GREENWICH TECHNOLOGY PARTNERS GREENWICH TECHNOLOGY PARTNERS GREENWICH TECHNOLOGY PARTNERS GREENWICH TECHNOLOGY PARTNERS GRIDNODE INC GUARDEDNET HERGO ERGONOMIC SUPPORT SYS HOTBRICK USA HUNTEC INC 12 TELECOM IDENTIX INC IG2 DATA SECURITY INC ILACS IMPRINTS USA INCACHE		OPHIT USA OPTICA TECHNOLOGIES OVERSIGHT TECHNOLOGIES OVISGATE PANDUIT CORP PANGEAN TECHNOLOGIES LLC PARAGENTEC PARALAN GROUP PASSGO TECHNOLOGIES PASSWORD CRACKERS INC PC AMERICA PEDESTAL SOFTWARE PEGASUS COMPUTER MARKETING PENTAX TECHNOLOGIES PERFORMANCE IT PIXEL TOUCH PLATESPIN PORT 80 SOFTWARE POWERHOUSE TECHNOLOGIES GROUP PREDATORWATCH INC PREMIER SOLUTIONS CO PRINTEK INC PRINTENIX PROCERA NETWORKS INC PROCESS SOFTWARE LLC PROMISE TECH		TIGI TIPPINGPOINT TECHNOLOGIES TOPOWER COMPUTERS USA TRACE AFFEX TRANSCEND TRICERAT TRIMMAIL / DYMETA / COMCO TRIPP-LITE TRIPP-LITE TRIPP-LITE TRIPP-LITE TRIPPWIRE TRIPWIRE TRUE NORTH SOLUTIONS TRUSTED NETWORK TECHNOLOGIES TUMBLEWEED INC TURTLE - PERM-A-STORE TWINHEAD CORP UNIPRESS SOFTWARE VALENCE TECHNOLOGY VERIFICH VERITAS VERITAS VERITAS VERSA TECHNOLOGY INC VERSITRON VIACK CORPORATION VIDEX	.36 .12 .34 .24 .33 .50 .27 .21 .59 .60 .39 .47 .38 .10 .40 .45 .45 .55 .55 .55 .21 .60
BETA SYSTEMS SOFTWARE BIG BAND NETWORKS BINDVIEW BIO SLIM DISK BIT MICRO BLADE FUSION BLADELOGIC BLUE COAT SYSTEMS INC BLUE RIDGE NETWORKS BLUESOCKET BMT MICRO BOXLIGHT CORP BRAVO COMMUNICATIONS INC BREECE HILL LLC BRIGADOON SOFTWARE INC BRITESTREAM NETWORKS BROCADE BTECH INC BUFFALO TECHNOLOGY BUS-TECH BYTE BOX INC BYTECC CABLES FOR LESS CADD ENGINEERING SUPPLY CALLAGHAN QUINN ASSOCIATES CAMBIA SECURITY CAMINOSOFT CASTOR TECHNOLOGIES		FLEXSPACE INC FORCE 10 NETWORKS FORENSIC EXPLORERS FORESCOUT TECHNOLOGIES INC FORTINET FORTINET FORTINET FORTRESS TECHNOLOGIES FPD DESIGN GROUP FUTURESOFT GFI SOFTWARE GIGABYTE TECHNOLOGY INC GIGAFAST ETHERNET GO CABLES GREENWICH TECHNOLOGY PARTNERS GREENWICH TECHNOLOGY PARTNERS GREENWICH TECHNOLOGY PARTNERS GRIDNODE INC GUARDEDNET HERGO ERGONOMIC SUPPORT SYS HOTBRICK USA HUNTEC INC 12 TELECOM IDENTIX INC IG2 DATA SECURITY INC ILACS IMPRINTS USA INCACHE INDEX SECURITY		OPHIT USA OPTICA TECHNOLOGIES OVERSIGHT TECHNOLOGIES OVISGATE PANDUIT CORP PANGEAN TECHNOLOGIES LLC PARALAN GROUP PASSGO TECHNOLOGIES PASSWORD CRACKERS INC PC AMERICA PEDESTAL SOFTWARE PEGASUS COMPUTER MARKETING PENTAX TECHNOLOGIES PERFCAP CORP PERFORMANCE IT PIXEL TOUCH PLATESPIN PORT 80 SOFTWARE POWERHOUSE TECHNOLOGIES GROUP PREDATORWATCH INC PREMIER SOLUTIONS CO PRINTEK INC PRINTRONIX PROCERA NETWORKS INC PROCESS SOFTWARE LLC PROMISE TECH PSYNAPSE TECHNOLOGIES		TIGI TIPPINGPOINT TECHNOLOGIES TOPOWER COMPUTERS USA TRACE AFFEX TRANSCEND TRICERAT TRIMMAIL / DYMETA / COMCO TRIPP-LITE TRIPP-LITE TRIPP-LITE TRIPP-LITE TRIPPWIRE TRUE NORTH SOLUTIONS TRUSTED NETWORK TECHNOLOGIES TUMBLEWEED INC TURTLE - PERM-A-STORE TWINHEAD CORP UNIPRESS SOFTWARE VALENCE TECHNOLOGY VERIFICHI VERITAS VERITAS VERITAS VERSTEON VIACK CORPORATION VIDEX VIEO	.36 .12 .34 .24 .33 .50 .27 .21 .59 .60 .40 .41 .42 .45 .55 .55 .55 .21 .60 .51
BETA SYSTEMS SOFTWARE BIG BAND NETWORKS BINDVIEW BIO SLIM DISK BIT MICRO BLADE FUSION BLADELOGIC BLUE COAT SYSTEMS INC BLUE RIDGE NETWORKS BLUESOCKET BMT MICRO BOXLIGHT CORP BRAVO COMMUNICATIONS INC BREECE HILL LLC BRIGADOON SOFTWARE INC BRITESTREAM NETWORKS BUFFALO TECHNOLOGY BUS-TECH BYTE BOX INC BYTECC CABLES FOR LESS CADD ENGINEERING SUPPLY CALLAGHAN QUINN ASSOCIATES CAMBIA SECURITY CAMINOSOFT CASTOR TECHNOLOGIES CAYMAS SYSTEMS		FLEXSPACE INC FORCE 10 NETWORKS FORENSIC EXPLORERS FORESCOUT TECHNOLOGIES INC FORTINET FORTINET FORTINET FORTRESS TECHNOLOGIES FPD DESIGN GROUP FUTURESOFT GFI SOFTWARE GFI SOFTWARE GIGABYTE TECHNOLOGY INC GIGAFAST ETHERNET GO CABLES GREENWICH TECHNOLOGY PARTNERS GREENWICH TECHNOLOGY PARTNERS GREENWICH TECHNOLOGY PARTNERS GREENWICH TECHNOLOGY PARTNERS GREDANDED INC GUARDEDNET HERGO ERGONOMIC SUPPORT SYS HERGO ERGONOMIC SUPPORT SYS HOTBRICK USA HUNTEC INC 12 TELECOM IDENTIX INC IG2 DATA SECURITY INC ILACS IMPRINTS USA INCACHE INDEX SECURITY INFLOW		OPHIT USA OPTICA TECHNOLOGIES OVERSIGHT TECHNOLOGIES OVISGATE PANDUIT CORP PANGEAN TECHNOLOGIES LLC PARAGENTEC PARALAN GROUP PASSGO TECHNOLOGIES PASSWORD CRACKERS INC PC AMERICA PEDESTAL SOFTWARE PEGASUS COMPUTER MARKETING PENTAX TECHNOLOGIES PERFORMANCE IT PIXEL TOUCH PLATESPIN PORT 80 SOFTWARE POWERHOUSE TECHNOLOGIES GROUP PREDATORWATCH INC PREMIER SOLUTIONS CO PRINTEK INC PRINTRONIX PROCERA NETWORKS INC PROCESS SOFTWARE LLC PROMISE TECH PSYNAPSE TECHNOLOGIES PULIZZI ENGINEERING INC		TIGI TIPPINGPOINT TECHNOLOGIES TOPOWER COMPUTERS USA TRACE AFFEX TRANSCEND TRICERAT TRIMMAIL / DYMETA / COMCO TRIPP-LITE TRIPP-LITE TRIPP-LITE TRIPP-LITE TRIPWIRE TRUE NORTH SOLUTIONS TRUSTED NETWORK TECHNOLOGIES TUMBLEWEED INC TURTLE - PERM-A-STORE TWINHEAD CORP UNIPNESS SOFTWARE VALENCE TECHNOLOGY VERIFICHI VERITAS VERITAS VERITAS VERITAS VERSA TECHNOLOGY INC VERSTRON VIACK CORPORATION VIDEX VIEO VISHALNET INC	.36 .12 .34 .24 .33 .50 .27 .21 .59 .60 .40 .41 .42 .45 .47 .48 .55 .55 .21 .61 .23
BETA SYSTEMS SOFTWARE BIG BAND NETWORKS BINDVIEW BIO SLIM DISK BIT MICRO BLADE FUSION BLADELOGIC BLUE COAT SYSTEMS INC BLUE RIDGE NETWORKS BLUESOCKET BMT MICRO BOXLIGHT CORP BRAVO COMMUNICATIONS INC BREECE HILL LLC BRIGADOON SOFTWARE INC BRITESTREAM NETWORKS BROCADE BTECH INC BUFFALO TECHNOLOGY BUS-TECH BYTE BOX INC BYTECC CABLES FOR LESS CADD ENGINEERING SUPPLY CALLAGHAN QUINN ASSOCIATES CAMBIA SECURITY CASTOR TECHNOLOGIES CAYMAS SYSTEMS CBT DIRECT		FLEXSPACE INC FORCE 10 NETWORKS FORENSIC EXPLORERS FORESCOUT TECHNOLOGIES INC FORTINET FORTINET FORTINET FORTRESS TECHNOLOGIES FPD DESIGN GROUP FUTURESOFT GFI SOFTWARE GFI SOFTWARE GIGABYTE TECHNOLOGY INC GIGAFAST ETHERNET GO CABLES GREENWICH TECHNOLOGY PARTNERS GREENWICH TECHNOLOGY PARTNERS GREENWICH TECHNOLOGY PARTNERS GRIDNODE INC GUARDEDNET HERGO ERGONOMIC SUPPORT SYS HOTBRICK USA HUNTEC INC 12 TELECOM IDENTIX INC IG2 DATA SECURITY INC ILACS IMPRINTS USA INCACHE INDEX SECURITY INFOBLOX INFOBLIDES		OPHIT USA OPTICA TECHNOLOGIES OVERSIGHT TECHNOLOGIES OVISGATE PANDUIT CORP PANGEAN TECHNOLOGIES LLC PARAGENTEC PARALAN GROUP PASSGO TECHNOLOGIES PASSWORD CRACKERS INC PC AMERICA PEDESTAL SOFTWARE PEGASUS COMPUTER MARKETING PENTAX TECHNOLOGIES PERFORMANCE IT PIXEL TOUCH PLATESPIN PORT 80 SOFTWARE POWERHOUSE TECHNOLOGIES GROUP PREDATORWATCH INC PREMIER SOLUTIONS CO PRINTEK INC PRINTEK INC PRINTEK INC PROCERS NETWORKS INC PROCESS SOFTWARE LLC PROMISE TECH PSYNAPSE TECHNOLOGIES PULIZZI ENGINEERING INC Q1 LABS		TIGI TIPPINGPOINT TECHNOLOGIES TOPOWER COMPUTERS USA TRACE AFFEX TRANSCEND TRICERAT TRIMMAIL / DYMETA / COMCO TRIPP-LITE TRIPP-LITE TRIPP-LITE TRIPPVIRE TRIPWIRE TRUE NORTH SOLUTIONS TRUSTED NETWORK TECHNOLOGIES TUMBLEWEED INC TURTLE - PERM-A-STORE TWINHEAD CORP UNIPRESS SOFTWARE VALENCE TECHNOLOGY VERITAS VERITAS VERITAS VERITAS VERSTEON VIACK CORPORATION VIDEX VISHALNET INC	.36 .12 .34 .24 .33 .50 .27 .21 .59 .47 .38 .10 .40 .41 .49 .45 .55 .21 .61 .23 .51 .26 .21 .26 .27 .21 .26 .27 .26 .27 .27 .27 .27 .27 .27 .27 .27 .27 .27
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R()(FSSOF **SHOWCASE**

The *Processor* Showcase section features new products and services available from hot new manufacturers, as well as the old standbys. It's an easy way to compare products and discover new technologies and solutions, so refer to it for all your buying decisions.



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The WAP Gateway acts as a bridge between the Internet world and the mobile world and offers services such as end-user authentication, encoding of WML pages, and WML script compiling. WAP uses the underlying Web structure to render more efficient communication between content providers and mobile devices. The wireless protocol employs Wireless Markup Language (WML) for application contents instead of Hypertext Markup Language (HTML).

An important feature of WAP is the support of telephony service integrated with microbrowsing of data. aveAccess WAP Gateway acts as a proxy between the wireless network and the Internet while encoding WAP data into byte code to conserve bandwidth.



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Keep Your Data Center Showroom New

Regular Maintenance Ensures Optimum Performance

by Chris Jackson

YOU'VE SPENT THOUSANDS of dollars building out your data center with the latest in redundant power, HVAC, and multiple Internet connections. Yet a few years after you've occupied the new space, you realize you've forgotten a critical element of a smoothly operating data center: DCM (data center maintenance). Just as your car requires periodic maintenance to run at peak performance, your data center relies upon more than just robust Internet connections and power.

What Is DCM?

Periodic DCM is a vital, ongoing process for any data center. Whether your facility has 500 square feet or 50,000, properly cleaning your data center can have a dramatic effect on the longevity of your infrastructure, your system's reliability, and your power consumption. DCM is more than just cleaning surface debris from your raised floor; it's a systematic approach to keeping your data center clean and operating properly.

Subfloor. The subfloor in your data center does more than just create a space for power and

cuits, causing shorts and other anomalies.

zinc whiskers.

Zinc Whisker Remediation

If your data center is growing a bit long in the tooth, you may have more to

worry about than just aging facilities. Due to a now discarded manufactur-

Zinc whiskers are microscopic particles that grow on components electroplat-

al millimeters in length and can be dislodged during DCM. The real problem

occurs when these particles make their way to your server's integrated cir-

If you think you might be a candidate for zinc whiskers, don't attempt to solve

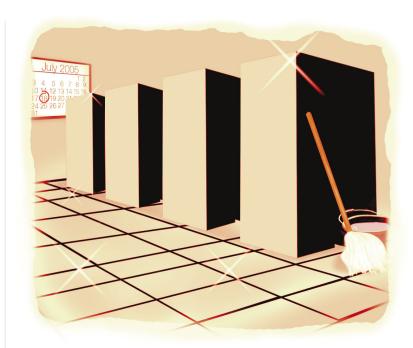
the problem yourself. Instead, contact Data Clean or another of the many

ed with zinc as an anticorrosive coating. These particles can grow up to sever-

ing process for floor tiles, your data center may be in grave danger from

cabling. It also acts as a plenum for your HVAC and elevates your systems in case of flooding. Keeping this area free of dirt and debris will extend the life of your HVAC and keep particulates from recirculating and damaging your systems. Also, pulling new cable won't be such an onerous task if the subfloor is kept clean.

Cleaning your subfloor means more than just lifting a few tiles and vacuuming. It also includes inspecting the subfloor components (tiles, pedestals, etc.) for damage and corrosion. While you have access, examine your power and cabling for any signs of damage from either water or rodents. If you do have to mop any part of the subfloor, be sure to minimize the amount of water you bring into the data center.



the dust and particulate debris you release will be drawn into your servers, easily bypassing their coarse filters.

Raised floor. Cleaning your raised floor is usually less work procedure is to use a 3M cloth that's been sprayed with an antistatic solution (the same type used on the floors). This will remove any dust, as well as other dirt and grime.

In addition to giving each server cabinet a thorough wipe down, you'll want to vacuum the tops, where dust builds up easily. Depending on the amount of dust, you can either wipe it down or use a HEPA vacuum to remove the buildup.

HVAC. If you've discovered damaged tiles during your subfloor inspection, be sure to replace them as soon as possible because a damaged tile can dramatically affect airflow, as well as pose a safety issue. You can also clean any exposed registers using the same gear as your cabinets. However, leave more detailed periodic HVAC maintenance to your HVAC vendor. Unless you are a professional HVAC specialist, it's easy to disrupt both airflow and air pressure in a data center if you don't know what you're doing.

Outside Services

Performing DCM is an impor-

DCM and can usually do a more thorough job than novices dragooned into service. If you outsource your DCM, you can expect to pay from 20 to 30 cents per square foot for subfloor cleaning and less than half that for top floor cleaning. See the "Hire A Data Center Cleaning Company" article on page 10 for more information on finding and hiring a service company.

DCM should be performed as needed depending on the accumulation of dust and debris. A good rule of thumb is to perform top floor cleaning on a quarterly basis and subfloor cleaning on a semiannual basis. If you have a sealed subfloor, you can extend its cleaning to an annual cycle.

A clean data center isn't just a pretty face; it's a sign of a wellrun and well-maintained facility. Compared to the capital investment in building out a data center, DCM is a drop in the bucket yet an investment that can dramatically affect the longevity and reliability of your systems. 🔃

Do's & Don'ts Of DCM

- Do use cleaning compounds that have antistatic components. This will not only reduce static electricity around your cabinets but will help remove dust.
- Do hire data center maintenance professionals if your data center is more than you can handle.
- Don't use cheap vacuums that will spread dust and contaminants into your sensitive servers.
- Don't use too much water. Water and electricity don't mix, and excess water can damage your HVAC systems, as well as your subfloor infrastructure.
- · Don't hire just any janitorial service. They may not know the intricacies of DCM.

A clean data center isn't just a pretty face; it's a sign of a well-run and well-maintained facility.

Reputable DCM companies will use high quality HEPA vacuums to prevent releasing damaging particulates into your airflow. If you use a non-HEPA system,

than cleaning the subfloor. Most raised floors consist of tiles and return air vents. Cleaning them effectively entails two steps: vacuuming loose debris and thoroughly cleaning using a mop and buffer.

It's important that you use the appropriate cleaning solution on your tiles. Modern tiles have an antistatic finish that is easily damaged by industrial cleansers that contain alcohol. You'll also want to avoid bringing too much water into the data center during the cleaning process. As with cleaning the subfloor, be sure to use a HEPA vacuum to avoid spraying your servers with dust.

Cabinets. Cleaning server cabinets routinely will help them look sharp and will minimize damaging dust buildup. The best

tant task that you may want to outsource. Companies such as Premier Solutions specialize in

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experts on zinc whisker remediation to get a cost estimate.

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Data Center Clean Routine

Continued from Page 1 dust and dirt and redistributes it into the airstream. Mopping and sweeping can also force contaminants into perforated air panels or oversized cable cutouts.

Of course, not all companies have access to these specialized

vacuums or a service that uses them. Many cleaning experts frown on using freestanding vacuums that blow dust back into the room through their exhaust, but a building vacuum system that has an exhaust outside the room will do the trick, as will a vacuum with a HEPA filter. In the absence of a vacuum, slow, careful dusting and mopping is usually more effective than no cleaning at all.

Cleaning is imperative in data centers, regardless of the size, location, or level of isolation. According to Miglini, dust accumulates from a variety of sources, including paper, hair, lint, clothes fibers, and even conductive metallic materials. These all combine to form a "cocoon" over equipment intakes, restricting the airflow and causing heat to increase.

The metallic materials, which derive from carbon dust from printer toner, rust, metallic shavings from installations, and other sources, are particularly nasty because they can enter the

airstream just as easily as other particles but sometimes deliver a knockout punch by shorting out circuit boards.

One of Miglini's customers once asked him to troubleshoot problems with his data center. Despite the fact his center looked pristine,



Dust and dirt is pervasive enough to accumulate anywhere, including the subfloor, and it can have disastrous effects on your hardware if not addressed.

the room's equipment hardware manufacturer tested problematic hardware from the center and discovered zinc and copper contamination. After some investigation, Miglini discovered the problem.

"They put in a bunch of racks and cable trays. The cable trays were galvanized coated. They cut the cable trays in the room. They drilled the cable trays in the room. This made metal particles that had zinc galvanizing on them," Miglini explains. "Then they rolled in these big spools of copper cable for a grounding system, and they

unrolled them in the room. Then they took the pedestal clamps that were bronze- and copper-plated and screwed them down."

In addition to vacuuming or otherwise removing dust from the room, air filters should be changed regularly and the subfloor should

> be cleaned periodically. See the article "Keep Your Data Center Showroom New" on page 7 for more information on successful data center cleaning.

> Just as crucial as these active tasks are preventive measures that help to keep the data center in optimum running condition. All systems, including HVAC, fire, and backup power, should be tested regularly by qualified personnel. Room temperature and humidity should be monitored on a constant

basis to watch for abnormal fluctuations, particularly when conditions outside the room or building change drastically. And as equipment is added, removed, or changed, the room's cable infrastructure should be evaluated to ensure that cable runs are separated from electrical lines and that copper cables are separated from fiber to prevent crushing.

Schedule It

Although many factors contribute to the cleanliness (or lack thereof) of a data center, all

rooms can benefit from a consistent, disciplined cleaning schedule. For example, some managers vacuum or dust weekly or even daily, test systems monthly, change their filters every three months, and clean beneath the access floor yearly. If your data center isn't isolated and allows plenty of daily traffic, your cleaning duties should be much more frequent than a company with a room that allows strict access by only a few employees.

Some companies just let the same custodial service that cleans the rest of its building also clean its data center, but if that service isn't specifically trained to clean data centers, the company could be asking for trouble. Untrained personnel aren't familiar with sensitive equipment, and the chemicals and cleaning tools they use aren't generally appropriate for the job. For more information on hiring an outside service to clean your data center, see "Hire A Data Center Cleaning Company" on page 10.

Using a service might seem like a luxury, but Miglini says not all companies need a full-time service.

"They are better off to have an initial thorough cleaning to establish a benchmark of cleanliness above and below the floor done by a professional service," he says. "That service should be able to supplement the company's inhouse preventative maintenance program."

Miglini says half the companies he works with leave in-house

cleaning responsibilities to the facilities manager, while the other half leave them to the data center manager. In his opinion, data center managers are the better choice because they're more in tune with the needs of the equipment.

So if a service comes, cleans, and leaves, how should in-house personnel determine the level of cleanliness in the future? It's all in the eyes.

"You look around and your eyes will tell you a whole lot," Miglini says.

Data Center Chore List

Failure to clean and maintain your data center can rapidly diminish the efficiency of all of its components. Here's a list of regular chores that will help keep your room in top shape.

- · Visually inspect for dust, dirt, and trash
- Sweep
- Mop
- · Vacuum (with specialized equipment only)
- · Change air filters
- Evaluate and organize cables
- · Test fire, HVAC, and backup equipment
- Clean the subfloor
- · Use antistatic wipes to clean counters and keyboards

Controlling Wireless Costs

Continued from Page 1

controlling costs. (Avema serves clients in the United States and Canada and has set up an association of affiliated consulting firms in Europe and Asia, as well as North America.) Yang says 95% of all companies can cut their phone costs significantly. Many of the tips are for landlines, as well as wireless.

- 1. If you have multiple vendors, consolidate them to as few as possible. Having more volume with one vendor gives you more power to negotiate a lower price. It also makes analysis of the monthly bills easier.
- 2. Investigate the many different price plans available for business. These include plans where the minutes for all users are pooled, as well as the more traditional plans where each user has a set monthly limit.
- 3. Arrange with carriers to consolidate bills for all wireless devices. It helps to get the bills electronically so it's easier to analyze. Yang says, "Most companies have worked to get electronic billing. Most of the major carriers have electronic billing, but the smaller companies usually don't."
- When an employee leaves a company, immediately cancel or transfer the company-provided cell package to avoid extra monthly charges. During a recent audit for a software company, Avema discovered multiyear charges for voice

- services that no longer existed. Although the carrier was uncooperative, Avema negotiated a refund check for the full amount of over \$200,000.
- 5. Develop and adhere to firm policies. In particular, allocate budgets according to job functions and expected usage. "That often means coordinating purchasing, finance, and IT so they see the big picture," says Yang.
- **6.** Monitor the policies, and enforce them. Be particularly aware of excessive personal use. "But usually it is unwise to be absolute," Yang says. "An employee with responsibility for children or an
- 9. Watch out for frivolous new services, such as downloaded ring tones and games.
- 10. Make sure employees and supervisors see their wireless bills each month so that they are aware of the costs and know that the company is aware, as well. "Obviously if there is a spike once in a while, it may be that some extra work had to be done or there was an emergency. But if some people consistently use their wireless phone and data many times more than their peers, it is something to look at," says Yang.

Yang emphasizes that companies do have real negotiating power and that having outside help is often a no-lose situation.

Standardize hardware and features so that you are only paying for the functionality you need.

elderly parent will use the phone more for personal calls than someone else in the same job with no such responsibility."

- 7. Consider having employees reimburse the company for personal calls. "A lot depends on company culture," says Yang. "Many personal calls are necessary. If your employees travel a lot, it is expected that they can call home."
- 8. Standardize hardware and features so that you are only paying for the functionality you need.

"Consultants will try to save you money and get paid on the basis of what they save," he notes. "If it would have taken an IT manager six months to get around to all the carriers and a consultant can do it in a few weeks,

"The emerging cost center, of course, is wireless for computers, on Wi-Fi nets," says Yang. "Even a couple of years ago it was a novelty."

"In a large or midsized company, it starts to be more about sloppy usage. You have to question," says Yang. "Do you have to do this connection right away or can you wait until you get to the hotel? If the end users really have no idea of costs, then they just use it. They don't think about it. And then somebody gets the bill." Corporate travel offices should be aware of hotel charges for Internet access. Many hotels now provide wireless access free, but \$10 is a common

you save the money for the six months."

Keep Track Of Costs

daily rate.

Other Consultants & Vendors

For a directory of many other firms that offer communications invoice management, visit Google Directory (www.google.com/dirhp) and choose Business, Telecommunications, and then Cost Management. Businesses you will find include Comview (www.comview corp .com), Tel Assess (www.telassess.net), and Wireless Analytics(www.wirelessanalytics.com).

Among the services that guide employees to usable hotspots is IP Roamer (www.iproamer .com), which offers worldwide access to Wi-Fi hotspots for voice and data.

Want to do it all yourself? LetsTalk (www.lets talk.com) has an integrated procurement module for telecom managers to research and buy corporate-approved wireless devices and corporate-negotiated service plans from all major carriers. It's part of the LetsTalk

Avema and others offer to continually monitor phone bills. "We have a hosted software solution because all the different vendors have different data formats. We take care of recording all of the data for our customers. Then they can get access to it from any browser. We also check to see if there is a spike in anyone's usage and send an email to you if there is an anomaly."

The charge for such services is based on the size of the phone bill. For large companies that have bills over \$1 million a month, Avema's fee is about 2.5% of the total bill. "For midsized companies, we do have deals. A little higher, maybe 3%," Yang says.

If you have only one carrier, it might actually be easier to create a simple program to take electronic or scanned paper bills and load them into a database program or even into Excel.

Consulting Services

For more information on consulting services from Avema, visit the company online at www.avema corp.com. Links to its affiliated firms, most of which are in the United States, can be found at www .avemaglobal.com.

Another excellent resource for information on controlling wireless costs is the Society of Telecommunications Consultants (www.stcconsultants.org), an international organization of independent telecommunications and IT consultants who serve clients in business and government.

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Hire A Data Center Cleaning Company

Analyze Your Requirements To Choose The Right Vendor

by Will Kelly

"CLEAN" IS A SUBJECTIVE TERM. Just look at the age-old conflict between parents and children over cleaning their room. Parents have their standard. Kids have their own standard. This subjectivity extends to the office and the data center environment, even though cleanliness is integral to the safety and efficiency of today's data center operation. A number of considerations come into play with a data center cleaning, including the health of equipment, data center staff, and even data center aesthetics.

Rich Hill, president of Data Clean, faces this subjectivity with a realistic attitude. He says, "We can't force people to be customers, so we aim to be educational, informational, and helpful." Data Clean's customer education stance illuminates the need for small to medium-sized enterprises to step back and consider their cleaning expectations and requirements prior to seeking out a cleaning vendor.

The Quest For A **Clean Data Center**

Because clean is such a subjective term, you need to determine your organization's standards for a clean data center. Hill advises the use of trigger events to initiate

to see more companies.

a data center cleaning. Such trigger events might be a quarterly cleaning or cleaning in response to high particle counts. No more than two years should pass between data center cleanings.

All equipment within a data center environment is susceptible to dirt, but a clean data center ensures optimum equipment performance. Therefore, as part of planning the outsourcing of your data center cleaning, calculate the IT investment your organization has in the data center. The money you are going to spend on a regularly scheduled cleaning service is a fraction of your data center operations budget.

Shopping For A **Cleaning Company**

Specialized data center cleaning is the domain of trained professionals, not your IT department.



the right tools and equipment helps maintain a clean computer data center.

The data center cleaning business is a fragmented industry with some office janitorial companies trying to get a cut of the market.

the vendor? Do you want your equipment moved? What cleaning methods are included in the vendor's cleaning services? How familiar is the vendor's cleaning crew with your kind of data center operation? It's also necessary that the prospective data center cleaning vendor be licensed and bonded. Their errors and omission insurance should be in the \$2 million to \$5 million range.

After you lock down your requirements, it's time to seek out potential vendors. Hill advises that you dig past the sales call and drill further down into the experience of the cleaning team.

Your due diligence should include client references for the cleaning team, as opposed to references for the whole company. Don't fall into the trap of accepting a glossy marketing slick about a data center cleaning company instead of client references about the actual cleaning team assigned to clean your data center.

Monitor Your Data Center Cleaning Company

You should not overlook or cheat the development of an ongoing relationship with your cleaning vendor. With clean being

such a subjective matter, sufficient feedback to the vendor is integral for the vendor to meet or exceed your expectations of a clean data center.

Monitoring your data center cleaning company doesn't need to be a formal process. Rather, it involves setting expectations with the vendor as to your standard of a clean data center and then having a manager inspect the data center after each cleaning. Your organization should communicate both positive and negative feedback to the vendor so it can make necessary adjustments to its cleaning regimen in your data center facility.

Regular Cleaning Services vs. A One-Time Cleaning

The choice between hiring a regular cleaning service or hiring an outside vendor for a one-time cleaning is a matter of organizational preference. Your organization can put certain measures into place to get extra mileage between data center cleanings. Hill recommends some proactive measures to cut down on data center cleaning frequency and costs. His recommendations include not eating or drinking in the data center, not allowing cardboard in the data center, unpacking equipment outside of the data center, and limiting access to only authorized data center personnel. Also, the data center should never serve as office space for employees.

Data center cleaning doesn't need to tax the personnel and budget of an SME if managers develop a level set of expectations for their data center. Working with the right data center cleaning company can ensure that your equipment stays in top shape and performs at its optimum capacity.

Cleaning After A Disaster

When a disaster such as a fire or water problem strikes a data center, the resulting cleanup and accompanying remediation efforts require the services of a specialized data center cleaning company. Such companies have the customized equipment and trained personnel to deal with your company's efforts to restore data center operations and not disturb any of your data center's equipment or infrastructure.

Determine your organization's expectations of what constitutes a clean data center before you contact potential vendors.

Downtime can be costly for an organization of any size, but obtaining the services of a specialized data center cleaning with

Another complication in the market is companies using temporary labor to handle cleaning tasks. Data center cleaners should be specially trained professional cleaners, not day-labor contractors wearing a company logo Tshirt for the day.

Outsourcing your data center cleaning services for the first time need not be a daunting experience. It's important to determine your organization's expectations of what exactly constitutes a clean data center before you contact potential vendors. You'll need to answer questions, such as what parameters are you going to set on

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Data Center Cleaning Companies

Here is a brief listing of some companies that specialize in data center

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The Importance Of Taking Inventory

Keep Track Of Your Data Center Assets

by Sixto Ortiz Jr.

IN NOVEMBER OF 2004, the Department of the Navy announced an ambitious plan to inventory the Navy's plethora of IT networks, servers, and applications. As of June 2005, the Navy catalogued over 250,000 hardware and software systems worldwide!

Most businesses, especially small and medium-sized enterprises, don't have to worry about keeping tabs on hundreds of thousands of systems scattered worldwide. Then again, SMEs don't have multibillion-dollar operating budgets either.

It's absolutely necessary for businesses to know the various IT assets they own and operate. So IT staffs must perform periodic inventories of hardware and software assets. The key to a successful inventory is developing a method that accomplishes the goal without busting the budget.

Why Inventory?

Beyond the obvious fact that knowing your assets makes good business sense, a few reasons specify why it's a necessary task.

Regulatory initiatives, such as Sarbanes-Oxley, HIPAA, and others, require that businesses

keep close tabs on the data their IT systems generate. Backup and archival strategies must ensure data is easy to retrieve when it's needed.

Managing the life cycle of data from generation to archival begins with a thorough understanding of the IT assets that generate the data. Hardware and software asset inventories are absolutely essential for gaining this knowledge and for prioritizing the efforts required to protect important business systems and the data they generate.

Another reason for conducting IT asset inventories is to discover areas of your IT infrastructure that require attention. For

example, an asset inventory might reveal that various servers in your data center need upgrades. Without taking stock of what you have, purchasing new technology is a crapshoot that may result in wasted money, time, and effort.

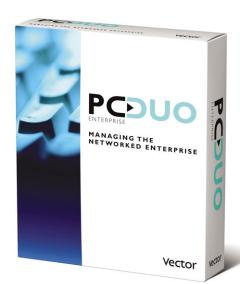
Finally, inventorying your IT assets is especially important to

ensure that you maintain compliance with the various software licenses your business needs to operate. If you don't know about a server a branch office purchased that suddenly puts you out of compliance with a software licensing agreement, your business runs a substantial risk of violating its licensing agreement. Plus, conducting an inventory can help you quickly ferret out illegally installed, unlicensed copies of software in your business.

Timing

One of the first questions that comes up regarding IT inventories is frequency. How often should you inventory your business IT assets?

While there is no definite rule for the timing of inventories, the frequency of change of your IT infrastructure should be the determining factor here. If your business is growing and you are constantly purchasing new software and/or hardware, you may need to conduct inventories more frequently, perhaps every quarter. Conversely, if your IT infrastructure does not change very often, you can get away with more time



Vector Networks' PC-DUO Enterprise Edition is an inventory management application for managing PC assets, although the purchase of an extra module allows the management of a wide variety of other IT assets.

between inventories, for instance, once a year or once every two years.

What To Track

What specific items should be at the top of your inventory list? What items can you safely exclude?

IT asset management tools are available to help you manage your data center infrastructure with ease.

Most hardware items in your business, such as servers, desktops, laptops, and networking equipment and appliances, should be part of your inventory. This is especially true for hardware operated under the terms of a contraclicenses, OS update status, patches and updates, and the various financial, contractual, and physical properties of hardware and software assets.

Examples of asset management applications that won't break an



tual agreement, such as a lease or a maintenance service contract.

In fact, many asset management applications let you combine various properties of an asset into one database application. For example, Peregrine Systems' AssetCenter Portfolio lets you

enter various financial, contractual, and physical properties of an asset into a single, integrated data management system.

In terms of prioritization, the more mission-critical assets should receive the closest scrutiny. The same goes for software. For example, you want to be sure that your business ERP system software stays fully compliant with the terms of your licensing agreement with the vendor.

In fact, software inventories and protection from damaging liability go hand in hand. Software companies take an active interest in protecting their intellectual property and in most cases (especially giants

such as Microsoft and Oracle) have the financial resources to go the distance in a legal dispute. The last thing you need is a looming lawsuit because employees in your business installed unlicensed copies of software applications.

Tools For Inventory Control

IT asset management tools are available to help you manage your data center infrastructure with ease. These applications are specifically designed for asset management of servers, network equipment, desktops, and software. Items you can track with these applications include software

SME budget include Altiris Inventory Solution and Executive Software's Sitekeeper (primarily for inventory and tracking of software licenses). Peregrine Systems' AssetCenter and IBM's Tivoli are examples of products aimed at the larger-enterprise marketplace, but keep your eye on these companies

because they are making a concerted effort to reach SMEs. See the "Inventory Control Programs & Tools" sidebar for more information on inventory tools.

Another technology that may eventually play a role in IT asset management and inventory control is RFID. RFID systems use small chips called tags to store information about a product or a piece of equipment. The chips are attached to a product or equipment; a business can then use an RFID reader to retrieve information from tags and manage inventory, track product shipments as they move down the supply chain, prevent theft, etc.

By its very nature, RFID is ideal for situations where inventory control is a requirement. RFID tags that store IT asset information could eventually let the vital properties of an asset such as a server or router stay with the equipment throughout its service life. For example, extracting details about a maintenance or service contract for a server may be as simple as downloading the information stored in an RFID tag on the server.

Humming Along

IT asset inventories and overall management are a crucial part of keeping your data center infrastructure humming along smoothly. The advent of new regulatory requirements that impose strict data control requirements on businesses

will force many IT staffs to improve the way they manage their hardware and software assets. After all, you can't manage critical data if you don't even know what equipment and applications generate it, so compliance begins with good inventory and asset management controls.

Inventory Control Programs & Tools

Altiris Inventory Solution

A component of the various Altiris management suites, including the company's Client and Server Management Suites. Features include Web-based reporting of hardware and software requiring upgrades; management of Unix, Linux, Netware, Windows, and Mac systems (servers and desktops); management of handheld devices; and management of networking equipment.

www.altiris.com

PC-Duo Enterprise

Primarily designed for managing PC assets, but the company's Assets Database extension module allows the management of other types of assets with the application. Features include over 30 reports generated by a Crystal Runtime module, software and hardware inventory database, a Package Policy Manager, change history reports, and others.

www.vector-networks.com

Peregrine Systems AssetCenter

Comprehensive inventory and asset management solution. The software allows the management of various aspects of IT assets, including procurement, contracts, software, financial, cable and circuit, and chargebacks. Other features include compatibility with RFID tags (up to 256-byte RFID tags are supported), software application library, audit trail, password management, and BI portal for reporting.

www.peregrine.com

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American Portwell Technology

Racks & Furniture

■ Winsted released a two-bay LCD/3 console. This console includes a rack cabinet and has space for binders, rack mount electronics, and CPU housing. It was designed specifically for security products where storage for procedural binders and other electronics is needed. This unit also contains a top-panel rack for a large LCD or Plasma display and dual racks for 21-inch LCDs. The dimensions are 39-1/2 x 92-1/4 x 45-1/8 inches (HxWxD). Winsted offers the top panel, cabinets, and work surface in a variety of colors.

COMMUNICATIONS

Network Management

■ Network Instruments has released the Single-Channel 10Gb Optical nTAP, an optical network TAP (Test Access Port) capable of full-duplex data monitoring up to 20Gbps. According to Network Instruments, the 10Gb Optical nTAP is superior to SPAN ports or port mirroring. Because SPAN ports can drop packets, Network Instruments claims TAP is a better choice for full-duplex gigabit network analysis. Available in a single-channel form factor and configured for SC-type and multimode connections for \$595, interested consumers can purchase a 10Gb Optical nTAP in a number of different split ratios.

Security

■ Foundry Networks released several new SecureIron products for the security concerns

of medium-sized to large businesses. The SecureIron Security Traffic Manager acts as a front-end interface application for a company's existing firewall and helps prevent DoS and network layer attacks. The SecureIronLS secure LAN switches provide multilayer security to desktops and servers throughout the data center, in either 10/100 Ethernet or Gigabit Ethernet configurations. The SecureIron Traffic Manager (100) starts at \$12,995, while the SecureIronLS (100-4802) starts at \$14,995.

Switch

■ Dell broadened its family of Power-Connect switches with two 24- and 48-port Fast Ethernet switches, the PowerConnect 3424 and 3424P and 3448 and 3448P, respectively. The PowerConnect 3424P and 3448P both offer industry-standard PoE, which supports WLANs and VoIP without an AC power cord. All four switches have the following features: two built-in copper Gigabit Ethernet ports for copper GbE connectivity; support for a maximum 256 VLANs; remote management, monitoring, and configuration tools; and an optional redundant power supply. The PowerConnect 3424 and 3448 are available now; expect the 3424P and 3448P later this summer.

Wireless

■ American Power Conversion has launched its 3-in-1 Wireless Mobile Router, a portable wireless router that receives power via a USB port or the included power adapter. Capable of establishing a wireless network over a distance of up to 300 feet, the 3-in-1 Wireless Mobile Router offers users WPA-PSK and 64- or 128-bit WEP Encryption with a built-in firewall. As a router APC's offering connects multiple existing networks together wirelessly. As an access point, the 3-in-1 Wireless Mobile Router becomes a wireless bridge between an existing LAN and a wireless user. Finally, when the router is in Ethernet client mode, the device gives wireless connectivity to any other piece of hardware with an Ethernet port. The 3-in-1 Wireless Mobile Router is available for \$69.99.

■ Berkeley's updated BumbleBee is a calibrated RF spectrum analyzer that interfaces with the HP iPAQ PocketPC. The Bumble-Bee has new features, including Waveform Traces, Peak Hold, and Peak Search. Users can customize the packet and interference triggers and can drill down in the waveform to receive more detailed analysis. The device supports many bands, including RFID, VoIP, 802.11a/b/g, Bluetooth, and cordless phones. The device operates in three bands: 2.4 to 2.5GHz, 4.94 to 4.99GHz (the Public Safety band), and 5.15 to 5.9GHz. Berkeley also offers HX2400 and HX4700 iPAQs.

■ Buffalo Technology's new AirStation High Power Broadband Router includes an integrated amplifier to expand the router's range. The router's WDS capability and an external antenna connector further help to increase the router's potential range. Features include a four-port switch and optimized speeds for both LAN and WAN networks. DHCP support is also provided. The router includes an SPI Firewall, NAT, and dynamic packet filtering. Buffalo also introduced the AirStation High Power Wireless Notebook Adapter, which it says is able to connect to wireless routers at larger distances and faster, more reliable speeds than other adapters. The adapter is compatible with any system that includes a Type II or Type III PC Card slot. Both products are 802.11b/g compliant and, when used in tandem, include support for Buffalo's 125 High Speed Mode Technology. Both items include support for the latest security standards including WPA-PSK with AES, which means they can potentially support WPA2. The router is available for \$99 and the PC Card for \$69.

■ Moxa announced three new wireless serial device server products that have 3-in-1 interfaces (RS-232/422/485). The NPort W2004 is a four-port device, the W2250 is a twoport device, and the W2150 is a one-port device. The servers let users connect serial devices to 802.11b/g networks. Each device also has an RJ45 port that can act as a console port and route backup data transmissions when the wireless network encounters interference. The devices use WEP 64-bit and 128-bit security and have several operation modes, such as Pair Connection, Real COM, UDP Server/Client, and TCP Server/Client.

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Preventing Network Downtime

Net Optics Helps Protect Network Traffic From Loss Of Power, Link, Or Application

by Frederick Nevin . . .

EACH DAY MILLIONS of companies rely on network communication to conduct business. In many cases the need to communicate is so critical that a business would find itself on life support if the network were to go down.

There are, however, products that make sure network communication continues, even if problems develop. One such solution is Net Optics' Heartbeat feature for its bypass switch products.

The protection that Heartbeat provides is available in two models: The first protects a network

link from power loss, and the second includes additional heartbeat protection against link and application loss. The product is ideal for any company that relies on a network, says Dennis Carpio, Net Optics product manager.

The Heartbeat feature, Carpio says, is continuously verifying that traffic is successfully passing through the connected in-line appliances by monitoring the link and application availability. If the in-line appliance is disconnected from the bypass switch or the application is stopped, network traffic is switched automatically to flow around the device. The switch is made without link downtime or risk to network traffic.

The Bypass Switch with Heartbeat protects against failures by periodically sending a packet from its monitor port C through the intrusion prevention system. The switch validates the path when it receives the packet on the monitor port D. If the switch does not receive the packet as expected, the switch automatically enters Bypass Enabled mode. The heartbeat rate and how many heartbeat packets can be missed before the switch enters this mode are configurable from an RS232 command line interface.

The unit can monitor any GigaBit fiber in-line appliance at speeds up to 1,000Mbps. Two LED indicators on the front of the

bypass switch show whether the switch is bypassing the IPS. Front-mounted connectors support easy installation and operation. A silk-screened application diagram also illustrates all connections for easy deployment, and an optional 19-inch rack frame holds two taps.

SNAPSHOT

Net Optics Bypass Switch products with Heartbeat

\$3,000

Monitors the link and application availability to verify that traffic is successfully passing through the connected inline appliance

www.netoptics.com

The product is compatible with all major manufacturers' monitoring devices, including protocol analyzers, probes, and intrusion detection and prevention systems.

There are a number of companies that make network switches. Most offer a monitoring feature, although not as defined as the Heartbeat. Western Telematic's Fallback Switch is network ready and can handle unforeseen communication line failures by monitoring activity and rerouting data signals to a backup line when changes in line status are detected. Cisco Systems makes a number of network switching products available with its Cisco Enhanced Image software that offer a host of features, including monitoring.

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Continued from Page 15

■ Proxim announced the ORiNOCO Smart Wireless Controller, which offers an ideal solution when VLAN mobility is required in networks using ORiNOCO AP-4000 wireless access points. The client information database lets clients roam from one VLAN to another without the risk of losing a network connection or having networked applications disrupted. The Smart Wireless Controller uses distributed tunneling to eliminate traffic duplication and networking bottlenecks and also has redundant dual 10/100 Ethernet ports, which deliver protection from outages due to network failure. In the event of service interruption, there is also built-in redundancy between Smart Wireless Controllers to ensure no single point of failure.

END NODES

Camera

■ Digi International announced a commercial grade USB camera, the Inside Out Networks Watchport/V2. The camera has a DirectShow WDM driver, which supports the Microsoft Direct X platform. It also supports 30fps and has low-light sensitivity. The camera includes Watchport Manager software, which supports remote monitoring applications and can send alerts via several communication methods, including email, pager, or other external apps. The camera and software supports sensors and can display information on humidity, temperature, and other environmental factors.

Components

■ Acrosser Technology released a new motherboard, the AR-B1520. Acrosser offers the board in two configurations: one with a PCI-104 slot and one without the slot. The boards have the SiS 550 SoC, a CF Type II socket, four serial ports, and VGA/LVDS support. The boards don't use any fans. Acrosser is targeting the AR-B1520 at users who want thin clients or who work in kiosks.

■ The SATA FlexMount by **Data Protec**tion Solutions is a device about the size of a deck of cards, yet it can add immediate redundancy and automatic failover protection to any pair of SATA hard drives. Simply attach the rugged plastic module somewhere in your server case, and connect it between the drives and the controller. The platform/brand/

capacity-independent SATA FlexMount will automatically keep one drive's contents mirrored to the other.

KVM

- Minicom Advanced Systems announced Smart IP Access, which is an IP access KVM switch for managing and controlling servers and serial devices. With the Smart IP Access IP extender, medium- to enterprise-level organizations can add IP access to their existing KVM infrastructure. The device features two serial ports and two LAN ports and can function as a part of Minicom's KVM.net or as a standalone device.
- Raritan Computers announced enhancements for its remote management appliance, the CommandCenter. These enhancements, which include a new interface to support HP's lights-out technologies, offer a tighter integration of analog and digital KVM environments. The new interface, the Paragon II System Controller, integrates the Paragon II analog and Cat5 KVM switches into a single CommandCenter network. The CommandCenter 2.2 also includes Active Directory integration, which allows users to import user group information from an Active Directory server, and Geographic

Redundancy, which allows an appliance to be placed in a different location for backup.

Monitor

■ Elo TouchSystems announced the new 32-inch IntelliTouch surface-wave touchscreen. IntelliTouch surface-wave technology is the leading technology that is used in public information kiosks and offers the highest light transmission of any touchscreen overlay at 92%. The display is composed of pure glass without any plastic or metallic coatings. In addition, IntelliTouch offers 4,095 x 4,095 touchpoint resolution.

Servers

■ Verari Systems introduced the Blade-Rack 2 blade server platform, designed for the data centers of medium-sized to large enterprise customers. The BladeRack 2 comes redundant power system-ready and features Verari's Vertical Cooling Technology, which can reduce CPU thermal throttling, even with dual-core processors from Intel and AMD. The bundled Verari Command Center management suite lets customers monitor hardware, remotely manage power resources, and perform BIOS upgrades. BladeRack 2 will be available starting Q3.

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Stay Connected & Maximize Productivity

Itronix's Duo-Touch Wireless Tablet PC **Is Built For Mobile Workforce Applications**

by Alan Petraske

ELECTRICAL OR GAS service workers, field adjustors for insurance companies, the crew at complex construction sites, publicsafety and emergency-response teams, your local delivery staff these days mobile field professionals of every type are doing business using portable, ruggedized, Tablet-style wireless PCs.

The Duo-Touch Tablet PC is a noteworthy example. Powered by the Intel Pentium M 733 processor at 1.1GHz and a Mobile Intel 915GM Express Chipset, the Duo-Touch is more than adequate for current applications without slowing system performance

or compromising battery life. DRAM can be expanded to 1,280MB and VRAM to 128MB. The Microsoft Windows XP Tablet PC Edition OS makes the unit quite user friendly.

Wireless communications are seamless from virtually any location and under any circumstance. Up to four radios can be integrated into the same unit: WLAN (802.11b/g), Class II Bluetooth, WWAN (1xEV-DO and GPRS/ EDGE), and GPS. The architecture allows users to add the WLAN, Bluetooth, and GPS modules in the field or upgrade to new wireless technologies as they become available. An external WWAN antenna switch improves radio performance in vehicles. The optional integrated GPS receiver enables real-time location of field personnel and assets and comes with a high-end Quadrilfilar Helix antenna to maximize coverage.

The name "Duo-Touch" refers to the new dual-mode touch panel, which operates both as a standard digitizer and either an "active" touchscreen where you enter data with a digitizer pen or a "passive" mode where you enter data with a fingertip in case the digitizer pen becomes lost or damaged. Enhanced screen brightness provides outdoor visibility.

The unit can operate in subfreezing temperatures (as low as -20 degrees Celsius) or even when its fan is immersed underwater. Rain, wind, dust, vibration, shock, and chemical exposure will not

hinder its performance. It has a die-cast magnesium casing with rubber doors and sealed I/O ports. As further protection for the unit in cold temperatures, there is an optional hard drive heater, which allows the unit to boot at temperatures below 0 degrees C.

Comparable products include the Panasonic Toughbook CF-18, the Xplore iX104C2, and the WalkAbout Hammerhead line. These products are generally comparable in processing power, memory capacity, video processing, and "ruggedized" features. Duo-Touch and Panasonic have an edge in integrated wireless capability. For outdoor viewability, the advantage would seem to be with Xplore.

Xplore and Duo-Touch offer tablets with dual active/passive Tablet screens though only



Itronix Duo-Touch Tablet PC

\$3,195

A rugged Tablet PC with up to four integrated wireless radios, including an optional GPS receiver and a dual-mode touchscreen

www.itronix.com

Duo-Touch includes this capability with all models. Panasonic offers both a model with an active display and one with a passive display but does not offer a model with both. At 3.9 pounds Duo-Touch is the lightest of the group and has the smallest footprint (10.6 x 7.2 inches).

The Itronix Duo Touch Tablet PC has a limited three-year warranty and is supported by Itronix project consulting, application development, and training programs, in addition to help desk support.

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Continued from Page 16 Storage

- Buffalo's USB 2.0 External Portable Hard Drive provides an easy way for users to back up files when they're on the go. The drive is compatible with any USB 2.0 or USB 1.1 computer and includes a self-install routine that eliminates the need for a separate driver disc. The included Bus Power Booster lets the drive draw reliable power from systems with older USB hardware that may normally be unable to deliver reliable power. The 40GB hard drive is available for \$149, and the 80GB hard drive is available for \$199.
- The DataPort enDRIVE (starting at \$59.95) line of PCI cards from CRU-DataPort encrypt data in hardware before passing it to a PC's or Mac's hard drive. The encryption protects data from security threats, as well as the boot sector, the OS, and other sensitive files, the company says. Also new is the DataPort 10 rugged drive

enclosure (\$94.95), made to cool hard drives in SFF and BTX drive bays.

■ HP introduced three new backup products, including a DAT (digital audio tape) USB tape drive, StorageWorks Ultrium 232 tape drive, and additional tape drive support for the HP StorageWorks 1/8 tape autoloader. The new tape drives support HP's One-Button Disaster Recovery feature, which allows users to recover their entire system in the push of a button. In addition, all of the new drives and autoloaders come with HP StorageWorks Library and Tape Tools. The DAT USB tape drives are compatible with a wide range of servers, OSes, and backup software and are available in 72GB and 40GB capacities with transfer rates of 23GBph (assuming a 2:1 compression ratio). The StorageWorks Ultrium 232 tape drive has a capacity of 200GB per cartridge and a backup speed of 115GBph (assuming 2:1 data compression). This is the lowest priced LTO Ultrium drive from HP. The HP StorageWorks 1/8 Tape Autoloader now comes in two models: the Ultrium 960 model and the Ultrium 448 model. These 2U tape autoloaders are rackmountable and have maximum capacities of 6.4TB or 3.2TB, respectively.

.

- Maxtor has begun shipping the Atlas series of SAS disk drives. The Atlas drives feature 3Gbps data throughput rates, two ports, and full duplex capabilities for better access and availability. More than 16,000 Atlas devices can be combined per SAS domain, each of which offers pointto-point connectivity for better system performance and fault detection. Maxtor's new Atlas drives also let customers combine SAS and SATA drives in the same enclosure.
- Micro Solutions introduced the Lock-Box biometric fingerprint access hard drive. The LockBox is available in 80GB, 120GB, and 200GB models, all of which have a built-in fingertip-sized Active Imaging Sensor on the top outer panel of

LockBox. The LockBox can function as a single drive or be partitioned into a maximum of seven partitions and can support up to eight users with individual fingerprint access. The Active Imaging Sensor reads fingerprints below the skin's surface, making it possible for users with dry, oily, calloused, or worn hands to access the system. In addition, the Active Imaging Sensor is compatible with other software designed for fingerprint authentication access. In the event that a fingerprint cannot be read, the LockBox can be unlocked using a password created during the initial setup, or through a free, Internet-based 24/7 emergency unlock service.

■ Nexsan Technologies' SATABoy is a new data storage device in the company's InfiniSAN line. The SATA II device features four-port (two 2Gb Fibre Channel, two Gigabit Ethernet) active/active failover protection. It also has a fast cache mirroring ASIC and dual RAID engines.

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FullArmor Enhances Windows Management Tools

IntelliPolicy Client Update Further Extends Group Policy Technology

by Joseph Pasquini

Despite the large number of configurable settings found in Group Policy Objects, IT administrators are often faced with real-world scenarios for which no applicable policy settings exist. Intended to pick up where Microsoft left off, FullArmor's IntelliPolicy for Clients 1.5 adds the ability to configure application rights, centrally define Outlook options, and modify desktops across the enterprise.

According to FullArmor, IntelliPolicy for Clients can assign elevated rights to an application rather than to its end users. It can also restrict application privileges for programs that do not require them, such as Microsoft Outlook, Word, and Internet Explorer. "Assigning local administrator privileges to business users in order to run legacy applications on Windows has been a persistent concern and well-documented security risk for many enterprises," says Danny Kim, FullArmor's chief technical officer.

Additionally, IntelliPolicy for Clients lets IT administrators centrally define and configure Outlook profiles and options. In a novel approach, the management tool presents an administrator with a reproduction of the various

Outlook user interface screens for creating profiles and configuring options. IntelliPolicy for Clients also offers a granular set of filters for targeting the enforcement of Outlook policies to specific machines, based upon locality or other prerequisites.

To help SMEs meet their audit and security compliance requirements, IntelliPolicy for Clients can also be used to control membership of the local administrator group and automatically change the local administrator password on all workstations across an enterprise. Furthermore, it can be used to restrict the use of USB drives by end users while not interrupting their ability to use other USB-based devices, such as mice, keyboards, and printers.

By extending the Group Policy settings, IntelliPolicy for Clients can also be used for configuring user workstations. Mapping of network drives and printers; task scheduling; Registry modifications; and shortcut, file, and folder deployments can all be centrally managed.

In this market segment, IntelliPolicy for Clients faces competition from offerings such as Desktop Standard's GPOVault and NetIQ's Group Policy Administrator. GPOVault is available as a free add-in to Microsoft's group policy management console while GPOVault Enterprise, Desktop Standard's client-server corporate offering, is currently in beta testing. NetIQ's solution is designed to manage Group Policies offline, in order to minimize the need for Group Policy-specific permissions within Active



FullArmor IntelliPolicy for Clients 1.5

Starts at \$7 per managed machine; quantity discounting available

Group Policy extension provides for user and application rights management, securing Outlook email and automated administrative password resets

www.fullarmor.com

Directory. IntelliPolicy also integrates with NetIQ's Group Policy Administrator product. "This allows GPA users to manage check in/check out, versioning, event auditing, and compliance reports for both native GPO settings and IntelliPolicy settings," says Kim.

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Continued from Page 17 Workstation

■ Sun Microsystems' x64 (64-bit x86) Sun Ultra 20 Workstation is available for \$29.95 per month with a three-year subscription. The workstation is equipped with Sun Java Studio Enterprise 7 and Sun Java Studio Creator 2004Q2 developer tools. According to Sun, the Ultra 20 Workstation outperformed similar offerings from HP, IBM, and Dell in OCUS (Olaf Corten's Utilities) benchmarking with PTC's Pro/ENGINEER Wildfire application. Outfitted with an AMD Opteron 100 series CPU, the Ultra 20 also achieved a record high score in SciMark, a Java technology-based benchmark for scientific and numerical computing. Consumers can also purchase the Ultra 20 Workstation outright for \$895, but Sun support is not included.

SOFTWARE

Application Development

- Red Earth Technologies released the latest version of Superior SQL Builder 2.0. The software lets developers create SQL scripts and can handle multiple database connections. Superior SQL 2.0 also has an enhanced script template development process and supports Microsoft Access and SQL Server, MySQL 5.0, and Oracle. It runs on Win98 and newer OSes. Superior SQL Builder 2.0 is available for \$249.
- In an effort to expand the capabilities of its Java Platform SE, **Sun Microsystems**

announced its Java RTS software to provide developers of real-time software for embedded systems with a safe method to guarantee system responses during important tasks. Based on JSR-01, the first JCP (Java Community Process) specification, Java RTS brings reliable response capabilities to real-world situations and lets users avoid priority inversion problems that frequently affect real-time systems. The software is available to developers through Sun's OEM sales department on a perseat basis.

■ Sybase released Sybase WorkSpace, a unified Eclipse-based application development environment designed to meet the challenge of developing a service-oriented architecture. WorkSpace lets developers build and deliver many different kinds of applications, from event- and data-driven applications to composite, model-driven, and mobile applications. Sybase Work-Space also enables the development of applications that leverage heterogeneous infrastructures, including those based on J2EE, .NET, and legacy applications.

Business Productivity
■ Sage introduced ACT! Premium for Web 2005, which is designed to provide realtime online access to centralized customer data for remote, traveling, and onsite sales professionals and workgroups. Users can now run ACT! Premium for Web for online access and ACT! Premium for Workgroups 2005 as a full-featured offline client. The product can be deployed in

single-server, dual-server, or multiple architecture scenarios.

Database & Data Mining

■ RightOrder introduced QueryEdge, which is designed to provide performance benefits for business intelligence, data warehouses, enterprise reporting, OLAP, and more. The company claims this product can improve database performance by a factor of 10 to 50.

Mobile

■ The latest version of Afaria (v5.3) by iAnywhere adds support for new devices, as well as update and security improvements. Companies can remotely manage properties of Windows Mobile, Palm, BlackBerry, and Symbian; Windows Mobile 5 for Smartphones, Pocket PC and Pocket PC Phone, and Symbian 7.0; and devices based on the ARM (Advanced RISC Machines) Thumb processor. Administrators can control Microsoft ActiveSync sessions, configure email accounts, set up GPRS radio settings, and restrict specific applications from running on mobile devices. In addition, notifications to select groups of devices can request a user connect for updates.

Security

■ As an alternative to the expense and encumbrance of using hardware authentication tokens for mobile device transaction security, **Diversinet** presents MobiSecure PC Tokens. These software tokens are OATH (Object-oriented Abstract Type Hierarchy)-compliant and Windows-based and are intended for OTP (One Time Password) authentication uses by banks, vendors, and service providers.

■ NetIQ announced NetIQ Group Policy Guardian 2.0, which helps companies monitor GPO (Group Policy Object) changes and assists in compliance with regulations through closed-loop change monitoring of group policy settings. NetIQ Group Policy Guardian is available as a standalone product or as part of the NetIQ Group Policy Suite, which also includes NetIQ Group Policy Administrator and FullArmor IntelliPolicy for clients. New features include integration with NetIQ group policy administrator and enhanced report filtering.

■ Trend Micro's Interscan Web Security Suite 2.5 helps protect computers on a corporate network at the gateway by monitoring incoming traffic to help protect systems from phishing attacks, viruses, and spyware. The software also monitors outbound connections to protect sensitive user data and prevent spyware from sending collected information back to its server. The optional Damage Cleanup Service can also remove spyware from infected systems, regardless of whether or not antivirus software is installed and operating. Additional features help prevent Web sites from secretly installing software, and a Web filter can prevent users from accessing inappropriate Web sites at work. Prices start at \$7.20 for users of 1,001 or more. Optional Damage Cleanup Service increases the price to \$11.87 per user.

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Keep Tabs On Network Activity

Woodstone's Servers Alive Provides Easy & Flexible Network Monitoring

by Frederick Nevin

FOR IT MANAGERS, KNOWING what is going on within the company network is part of making sure it is operating correctly. Unfortunately, obtaining the right information is difficult without the right monitoring software. Woodstone's newest version of Servers Alive gives network managers what they need: a flexible

and easy-to-use monitoring device so they can keep tabs on an array of items.

"Servers Alive offers you a very simple way of knowing what happens within your network" says Dirk Bulinckx, Woodstone CEO. "It can monitor a huge amount of different things by using industry-standard protocols." The product, he adds, also has an easy-to-use interface to

write custom software to do your own checks.

Several new features have been added to Version 5. Users can now write scripts in VBScripting to modify the check results, use customer fields to add more information to entries, and define how the product performs IP address caching, which can reduce false alerts when your DNS or WINS server is down.

With each entry in Version 5, users can define the order that alerts should be executed. Servers

Alive sends alerts through SMTP mail, cell phone messages, pages, NotePager, instant messaging, and pop-up messages. New check features include more control on content within a Web page, and URL check proxy support has been added for Socks 4, 4a, 5, and relay proxy for the HTTP/HTTPS URL checks.

According to Bulinckx, the strength of version 5 is its alert and check options, which outnumber those available on competing products. Alert features are also flexible enough to be team based.

Server Alive competes with products from Ipswitch and IPSentry. Ipswitch's WhatsUp Gold premium can network an unlimited number of network devices and the services and SNMP traps on those devices. It can monitor core application functions with 24/7 notification when a threshold is exceeded.

IPSentry's Network Monitoring Software continuously monitors Internet and intranet servers, routers, modems, databases, and performance data. If problems are detected, the product lets you know via a number of selectable notification options, including pager, cell phone, email, and audible alerts.

Like Woodstone's version 5, Ipswitch and IPSentry products offer a free trial.

SNAPSHOT

Woodstone Servers Alive version 5

Enterprise edition: \$239 Standard edition: \$139 Upgrade from standard to enterprise edition: \$116

Additional alert and check option features in this latest version help monitor your network

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- Trusted Network Technology announced the release of Identity 2.0, which features an innovative design that allows enterprises to control and identify any application on a server at any time. Alongside Identity 2.0, Trusted Network Technology is also announcing IDOS (Identity Operating System), an identity platform foundation. Features include expanded directory integration, which allows enterprises to expand directory synchronization and importation and ensures identity-based control integrity. Identity 2.0 also has a subnet level policy, which enables subnets to be assigned identities for greater aggregation and stricter policy control.
- Tumbleweed Communications' Mail-Gate AntiSpam 2.5 is now available. This is the newest version of Tumbleweed's Linux-based email security solution. Rather than using a server to administer updates, the MailGate AntiSpam 2.5 allows users to employ an Enterprise Manager function

from any of the primary machines. This gives a network benefits such as scalable inbound email security and reduced operational and solution TCO. Other features include centralized management and reporting and greater flexibility for securing email networks. The MailGate Anti-Spam Appliance version 2.5 can be used as a standalone security device or with other Tumbleweed email security products.

Storage

- EMC Dantz launched a new version of Retrospect for Windows, a backup to disk application. The Retrospect 7 update brings AES 256-bit encryption; support for Microsoft Windows XP 64-bit Edition; and the ability to perform scheduled grooming of Disk Backup Sets to home users, as well as organizations of all sizes. The new update also supports SUSE Linux 9.3 as a client and Microsoft Windows Server 2003.
- Ontrack Data Recovery's EasyRecovery 6.10 is the latest utility for "do-it-yourself"

file recovery and repair. New features include expanded software support (for Microsoft Office and Outlook 2003) and updated hardware support (for SATA device identification and drives larger than 137GB in ER-DOS). The EasyRecovery 6.10 family is available in versions ranging from the \$89 EasyRecovery Lite to the \$499 EasyRecovery Professional.

■ The new REFLECTOR series from StorageQuest lets owners of Rimage publishing systems back up their data to optical discs. The system supports File Spanning, which lets you use as many discs as necessary to back up data and arranges data to use as few discs as possible; File Splitting, which lets you split a file between multiple discs and restore such files without using special software; and Media Labeling, which lets the system automatically print labels on each disc to identify the stored data.

Systems Management

■ NRG Global released AppsWatch, part of the CleverEye Availability Monitoring

software suite. AppsWatch enables IT professionals to measure application response time just as the end user experiences it. The application provides diagnostic information, including response times, for each transaction. By comparing the response times across each step of an application, IT professionals can detect the step where an application fails or underperforms.

SERVICES

Business Productivity

■ Leigh Business Enterprises announced a new service for help desk managers who need a system while minimizing cost and the number of technical support workers needed. LBE's Hosting service provides an unlimited user license for the LBE Web Help Desk software; a free domain name; hosting, with 100% uptime; an individual database; and customization to show your company name and logo. LBE will manage installation, setup, and maintenance of the software on their servers.

Web Conferencing Is Now A Breeze

Macromedia's Breeze 5 Blows Away The Competition

 $by\ Julie\ Sartain$

IMAGINE PRESENTING a new product demo in San Francisco to your IT staff in Belgium or showing a sales presentation in New York to a room full of clients in Japan. Macromedia Breeze 5 is an online communications solution that provides global Web conferencing, training, collaboration, meetings, presentations, and demos via Macromedia's Flash Player and your Web browser.

Training and sales personnel can create lectures, tutorials, proposals, and demos in Microsoft PowerPoint with sharp 3D graphics, voice over narrations, sound effects, animations, and video and then easily convert them to Flash (with Breeze 5) for online presentations. Audiences can interact, collaborate, and/or participate in these online seminars through Breeze's Web conferencing and meeting tools.

"We love it!" says Jason Riis Shaeffer, synchronous learning coordinator at the Academy of Art University in San Francisco. "We have an online program for our art graduate students. (Graduate studies require a lot of one-on-one communication.) With Breeze, we can work with students across town or across the globe. We use it for one-on-one collaboration, thesis project development, student reviews, and, most importantly, student mentoring relationships."

Joe Wilcox, senior analyst at JupiterResearch, says, "There are other online Web conferencing products available, but many of these programs are slow, graphically challenged, and lack the features of Breeze 5. Breeze 5 is a full, rich multimedia experience, and this is the main feature that separates it from the others."

The Breeze system includes the core Breeze Communication Server plus Breeze Training, Breeze Presenter, Breeze Events, and Breeze Meeting for real-time and ondemand communications. Authoring Tools are also available for easy integration with Macromedia Captivate, Authorware, Dreamweaver, and Flash, as well as Microsoft PowerPoint.

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SNAPSHOT

Macromedia Breeze 5

\$375 per month for five seats and unlimited meetings

High-impact online conferencing and collaborative Web communications that anyone can access instantly

www.macromedia.com/software/breeze

Competition includes Microsoft's Live Meeting, WebEx Meeting Center, and Citrix GoToMeeting. Breeze 5, Microsoft Live Meeting, and WebEx Meeting Center offer similar features such as IM chat, multiple-party video, a whiteboard presentation space, and recording meetings for playback later. Live Meeting, however, has no videoconferencing or two-way VoIP audio. WebEx is sluggish and not user friendly, and video and graphics freeze and hang up the system. Although GoToMeeting is much cheaper, it also has no videoconferencing or two-way VoIP and no whiteboard.

"The greatest thing about Breeze 5 is that it's Flash-based," says Shaeffer. "You don't have to own Breeze to work online 'in' Breeze, as long as you have Flash. And everybody has Flash, right? That's a big plus for Macromedia."

"You don't have to own Breeze to work online 'in' Breeze, as long as you have Flash. And everybody has Flash, right?"

- Jason Riis Shaeffer, Academy of Art University



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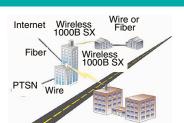
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OPINIONS

Sarbanes-Oxley: A Chunky Quagmire

First, the good news. Citigroup, the largest financial services company in the world, has to pay \$2 billion to Enron investors after being found guilty of conspiring with Enron to bilk investors out of their savings. Last year Citigroup agreed to shell out more than \$2.5 billion to WorldCom investors for similar reasons. Hooray for the Sarbanes-Oxley Act of 2002 and all its munificence to the lowly investor!

Man Bites Dog

Now for the bad news. In late May the Securities and Exchange Commission, which governs Sarbox compliance for publicly traded companies, failed an internal audit of its financial controls. Say what? Sarbox regulators failing their own test?

The moral of this story? Never trust a chef who won't eat his own cooking.

According to the U.S. General Accounting Office, the SEC "had not consistently implemented effective electronic access controls, including user accounts and passwords, access rights and permissions, network security, or audit and monitoring of security-relevant events to limit and detect access to its critical financial and sensitive systems. As a result, sensitive data were at increased risk of unauthorized disclosure, modification, or loss, possibly without being detected."

Hardly a ringing endorsement, if you ask me. In all fairness though, the SEC is an independent federal agency, which means that unlike normal government agencies it's one of the only federal organizations that must undergo an independent audit of internal controls. Most federal government agencies are governed by the Office of Management and Budget, which calls only for selfassessment of internal controls rather than a visit from an auditor.

Mergers, Sopranos-Style

In 2001 the SEC levied \$44 million in fines. Since the enactment of Sarbox, total fines have soared to more than \$2 billion in each

of the last two years, and the number of financial fraud actions filed has increased by 70%. The filings and subsequent fines generate significant government revenue, so it comes as little surprise that the SEC will aggressively pursue noncompliant companies from now on.

Or Will They?

The SEC recently allowed the New York Stock Exchange to acquire the fully

One is forced to wonder how a not-for-profit institution can become a moneymaker just by purchasing another company. I guess when the parties involved are backed by Goldman Sachs (onetime underwriter of Enron securities, no less), anything is possible.

A Veritable Stew Of Intrigue

With Sarbox all sorts of bizarre things are not only possible but probable. Enron accounting documents in order to avoid an SEC inquiry in 2001. The reason for the reversal: The federal judge residing over the initial trial gave the jury "overly broad instructions" before sending them off to deliberate.

Overly broad? That's the very foundation of Sarbox and most IT laws in general.

Poor Arthur Andersen. puréed in the Sarbox blender. Although technically innocompanies, even when that poses a severe conflict of interest against fair and ethical trading. After all, allowing the newly merged NYSE/ Archipelago or Nasdaq/ Instinct to be publicly traded on any stock market is like appointing a hungry dog to guard your dinner.

One is forced to wonder about the efficacy of laws that seem . . . well, "schizophrenic" isn't the right word, but it's the first word that comes to my mind.

Bright-Eyed Optimism

But forget about investors! Is there a bright light at the end of the tunnel for IT professionals laboring under the watchful yet chronically blurry eye of Sarbox? Fortunately, there is. The SEC has finally acknowledged that COBIT may indeed be an appropriate standard for IT controls and control frameworks.

We at Info-Tech say, "About time." Now enterprises and Sarbox auditors can operate on a level playing field without all the backstage corporate trickery and government meddling.

That'll learn 'em . . . P

Send your comments to

2055 ARMSTRONG

Ross Armstrong is a senior research analyst with Info-Tech Research Group, a London, Ontario-based research and professional services firm focused on providing premium research and advice geared to the unique needs of IT professionals of midsized enterprises. Armstrong holds a master's degree in English from the University of Western Ontario and has extensive experience in IT technical writing and automotive writing. He is also the author of the Info-Tech Research Group guides "Securing Your IT Environment" and "Moving: An IT Perspective."

electronic stock exchange Archipelago. In further news, Nasdaq responded to the merger by agreeing to purchase Instinet Group, another electronic trading company and Archipelago's main rival. Now these newly merged, publicly traded businesses are officially for-profit corporations, under the careful scrutiny of the sleepy-eyed SEC to ensure that securities and antitrust laws are upheld.

Indeed, the SEC can cast judgment on others while being culpable of the same offense. Still others may walk away scot-free.

For example, Enron accounting firm Arthur Andersen LLP just had its own guilty verdict overturned by the Supreme Court. Arthur Andersen was initially found to have violated Sarbox by willfully destroying key cent, litigation has cost the Chicago-based firm dearly: After the legal battling and lawyers' fees, the company's one-time roster of 28,000 staff has been whittled down to a mere 200 souls.

Perhaps if legislation weren't so vague in the first place, we wouldn't be in this mess right now. It's fuzzy laws that allow nonprofits to become publicly traded

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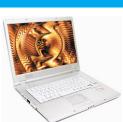
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OPINIONS

IT Downturn Offers Opportunities For End Users

Although some in the mainstream press have been harping on the "downturn" in the IT industry for quite a while now, secondary market dealers are seeing a changed market with lots of opportunities. Very often a down market for manufacturers such as IBM, HP, and Sun is paralleled by an up market for secondary market dealers.

Extended Cycle

What the mainstream press is calling a downturn is nothing more than a change in purchasing cycles. IT equipment purchasing runs in cycles. In years past most IT purchasers renewed their installations every three years. More recently purchasing cycles have shifted to a five-year cycle as manufacturers are producing technology that surpasses many customers' immediate needs. This "extended cycle" has definitely slowed down the sale of new equipment.

When IT managers extend their purchasing cycles, the equipment they are using stays in productive use longer. In other words, the equipment has a greater residual value for a longer period of time.

IT managers should factor in this new extended life of equipment when deciding to lease or purchase IT equipment. Purchasers should consider spreading out the cost of the IT equipment over a much longer period of time than they have in the past.

And if you are considering leasing, remember that when calculating the monthly amount to charge a user, leasing companies factor the original cost of the equipment, the cost of money, and the residual value of the hardware. Knowing that the equipment will have a greater value for a longer period of time means that a leasing company should be offering IT purchasers a much lower monthly rate.

Manufacturers React

Manufacturers are adjusting to this change in purchasing cycles. They have moved their focus from increased sales of equipment to reducing costs through consolidation, such as Sun's recent engagement to StorageTek.



Manufacturers are looking toward services to increase their bottom line as evidenced by IBM's recent announcement that it will let 13,000 employees in Europe go. At the same time, it has begun to hire an even greater number of employees in India to focus on services.

IBM also announced that it will offer short term rentals on used equipment through its Global Finance division. IBM is recognizing that customers are putting off IT purchases for the future. IT managers can find similar shortterm rentals from a number of leasing companies and secondary market dealers.

The Secondary Market **Equipment Dealer**

In this down market for manufacturers, many secondary market dealers are seeing growth, but they have changed the way they do requiring heavy licensing fees on used equipment. However it now allows users to download the Solaris 10 OS free of charge. (Updates are still chargeable.) This has freed up the flow of used Sun equipment, as evidenced by the large number of sales of used Sun V880's.

JOSEPH MARION

For the past 30 years Joseph Marion has worked in the technology equipment reseller market. In the 1970s he competed with the major equipment manufacturers by selling, leasing, exporting, and maintaining used equipment. In the 1980s, he "crossed over," joining forces with IBM and becoming one of its most successful authorized business partners. Since 1990 Marion has headed up the Association of Service and Computer Dealers International, the world's largest association of companies that deal in technology products.

business. In the past customers who turned to the used equipment market went there for one reason: to save money. Today, secondary market dealers provide added value through consulting services, multiple vendor solutions, installation support, leasing/rentals, and engineering services.

Another reason for the increase in secondary market activity is the changes in the way that some manufacturers deal with the secondary market. Last year Sun restricted the sale of used Sun boxes by

In April IBM made some radical price cuts to the IBM iSeries platform. These cuts have now filtered down to the secondary market. Cisco 6509s are also a big mover in the secondary market.

What This Means To The IT Manager

With equipment staying in productive use longer, now would be a great time to look into what your needs are for the next few years. If you own your equipment, you might want to speak to a leasing company about a purchase lease-back. Under that program a leasing company will buy your equipment now and lease it back to you for some period of time.

Another option is not to upgrade but simply to add on. Knowing that your equipment's useful life is longer in some cases justifies buying another system on the secondary market rather than buying new.

And if you currently lease your hardware, consider extending your lease term to reflect the fact that you plan to keep the equipment longer. Don't wait for your lease to expire. Contact your leasing company now and tell them you would like to extend your lease term.

The market might be down for IT manufacturers, but that could be good news for IT users who team up with a good IT secondary market dealer. For a list of them, go to www.ascdi.com.

Thanks to Mat Jordan of TIN DIRECT for his assistance with this article. For more information about TIN DIRECT, please see www.tindirect.com.

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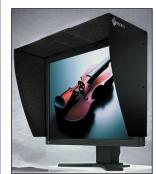
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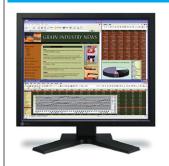
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Page 25

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Network Operations Centers

When Does 24/7 Monitoring & Maintenance Of Your SME Network Make Sense?

by Bruce Gain

YOUR NETWORK ACCOMMODATES about 300 users of a very profitable small to midsized enterprise. Your network's infrastructure is particularly crucial to the health of your enterprise because most of your company's sales are conducted over onsite Web servers. That means any downtime translates directly into lost sales when customers can't log onto to your Web site to buy your company's products. Those lost sales thus cut directly into your company's hefty profits, and because they are lost due to a network failure, you are in the firing line of those who will not be too happy about such a scenario.

So what is the remedy? A dedicated network operations center is something you've heard about, touted by vendors and in marketing materials, but what does it really mean when it comes to ensuring that your network remains up 24/7?

The short answer is that an NOC can serve as an integral element in your SME's IT infrastructure, dedicated to helping you monitor, maintain, and manage your network around the clock.

The NOC's Telecom Roots

NOCs were originally a staple in many large enterprises, in which uptime and very proactive network administration were mandatory. The financial or banking sectors, which also traditionally earmark a substantial percentage of their total revenues for their IT infrastructures, were among early adopters of NOCs, for example.

Many of the first NOCs were also used for telecommunications networks and were housed in separate rooms, in which a staff implemented, monitored, and administered the network infrastructure around the clock. NOC staff relied on workstations devoted to monitoring and managing the network, with graphical interface software that mapped and visualized the network.

"NOCs came traditionally from telecommunications industries where the need and the service level was extremely high for reliability and [protecting against] lost revenue," Matt Diechman, CIO of WatchGuard, says.

The NOC's SME Niche

The original concept of an NOC as a separate, standalone environment has not changed, but the needs of many SMEs have evolved. SMEs can now stand to benefit from NOCs.

"Small and midsized business environments are just as complex today as large enterprise environments were just a few years ago. You need the ability to rely on secure, rapid processing, regardless of your company size," says John Baschab, executive vice president and co-founder of consulting and staffing firm Impact Innovations Group. "Moving your monitoring, operations, and hosting to an NOC can facilitate that."

apply to when and if you should make the investment.

"It really boils down to the business and service level you are trying to obtain. What you have to ask yourself is, 'Can I afford to be down?,' " Diechman says. "And the cost can be revenue, it can be increased expense, and it can be customer ill will."

The operations of more IT-infrastructure dependent firms, for example, might come to a halt when their CRM or other network systems go down, which represent enterprises that NOCs can benefit the most.

"If you happen to be a company that relies on 24/7 manufacturing, and it goes down, then of course, you are going to stop assembling and manufacturing, which adds very tangible costs to your organization," Diechman says.

The NOC Mindset

In a nutshell, an NOC staff's role is to do what's necessary to ensure that your network never goes down. In addition to installing the necessary systems and equipment, their role is to proactively monitor, identify, and then rectify any potential problems before they can cause a disruption.

The role of an NOC staffer thus specifically involves problem diagnosis, troubleshooting, and monitoring before specific procedural action is then taken, Diechman says. "There tend to be several points of contact to manage a problem, so once a problem has been identified, these [staffers] begin to either work the issue or dispatch more appropriate levels of skill sets," he says.

Most 24/7 NOC operations staffs have a production maintenance list.

"NOCs came traditionally from telecommunications industries where the need and the service level was extremely high for reliability and [protecting against] lost revenue."

- Matt Diechman, WatchGuard

The role of an NOC has also evolved to become more of an enterprise operations center, which does more than just manage and monitor the network, Diechman says. "Think about today's technology that is a combination of applications, systems, database, and platforms," he says. "At any one time, if any of those are down, you can have a constrained level of service."

Not all SMEs, however, need to think about implementing an NOC. A dentist's office or law firm that only uses network servers for email and billing purposes or a strictly brick-and-mortar retail outlet with no Web presence would not have as much of a need for an NOC, as compared to a financial services or manufacturing firm. Specific criteria

"This is a scripted, hour-by-hour, dayby-day list of things they are supposed to do in hopes of proactively doing preventive maintenance to keep the environment up," Diechman says.

According to Diechman, NOC staffers typically aren't "your \$80,000 to \$100,000 a year" systems administrators, database, or network people. "[He] is usually a first-, second-, or third-year person that wants to get into IT, has the more remedial tasks of looking for alarms, and knows the steps to [troubleshoot], or if they can't do that, then they page out to someone who has more technical knowledge," Diechman says. "Typically, the cost of running these things is not your \$100,000 resource. It is the \$20,000 to \$30,000 a-year person who will one day go to that systems administrator job, while [an NOC] represents a nice career progression path for them."

Unlike a data center, which in many ways serves as a repository for physical assets, such as racks, servers, and other equipment, an NOC is more of a concept. "An NOC is certainly physical, but it is more a logical and people thing," Diechman says. "It is that war room and central console where you have a number of screens and various alarms and instruments panels. When something does happen, you are more proactive in the ability to resolve the problem."

When Does An NOC Not Make Sense?

Network operation centers are certainly not for every small to midsized enterprise and are more geared for those enterprises that have mission-critical networks that absolutely must remain up 24/7. If anything, a separate, standalone NOC has the potential to create unnecessary barriers between different IT departments, says James Govenor, an analyst for Redmonk. "Network operations, in almost all cases in an SME, should be part of an overall management strategy instead of part of a separate silo," Govenor says. "Silos drive costs up and cause problems. If [really unnecessary], an NOC can mean a lot of bad news for an SME."

After The Merger

Dealing With Post-Merger Problems & Fractured Data

by David Garrett

MERGERS ARE A FACT of life. When there's easy access to debt and small firms are looking for big paydays (often by putting themselves on the chopping block), then mergers and other corporate combinations tend to grow like mushrooms.

In fact, a recent survey by Accenture and the Economist Intelligence Unit showed that 70% of senior executives are planning a merger or acquisition in the next year (or they're already in the throes of one).

As an IT pro, you'll most likely go through a merger soon—and it won't be easy. Some of the hardest tasks will be yours. You'll face daunting issues of

fractured data, system integration, access control, and the combination of work cultures that can serve up problems worthy of Solomon.

Don't Wait, Don't Hesitate

Far and away the most important task in a merger is planning. As an IT manager, you should start long before the merger goes down; in fact, you should start as soon as you hear of the deal.

How? Sometimes a CEO will seek your advice from the get-go. And sometimes pigs will fly, too. So if you have to, demand a place at the merger planning table. Gently but firmly insist that IT has the largest hand in finding post-merger savings

("synergies" in industry parlance) and list exactly how this will happen: data center relocations, combinations, and closures; streamlined networks; better volume discounts on software and telecom; and permanent staff reductions, to name a few.

Of course, to make these happen you'll have to do your due diligence. This is the process of vetting a firm's assets prior to sealing the deal. You should assemble a team of experts to review the networks, security, data centers, support desks, email systems, back-office apps, warranties, maintenance policies, backup systems, asset tracking, and training programs of the target firm. Are they any good? Are they better than yours? Should they be trashed or should you trash some of your own processes and adopt the target firm's?

Turf Wars & Timing

But only part of a post-merger integration has to do with equipment. The restand perhaps the hardest—involves people. Mergers are always power plays, and you'll have to resolve who gets control over what.

Rich Lechner, IBM's vice president for TotalStorage, suggests you do this sooner rather than later. Lechner often deals with post-merger issues, as storage and data retention are two of the main problems in a merger.

"Working with application owners and the business process has to be done upfront," he says. "If you're going to simplify the infrastructure and you're collapsing hundreds of Intel servers with multiple attached SANs into a scaled-up virtualized server environment using Linux on mainframe, then you'll have to retrain the users ture. You can't do that after the fact."

In The End, It's The Data

But far and away the biggest problem you'll face while bucking the post-merger bronco is the issue of data—fractured data and database systems that weren't mean to integrate, to be specific.

and the administrators for the infrastruc-

It's a problem that's bad enough in firms that don't undergo mergers, let alone those who do. Do your accountants use back-end apps that don't integrate with your CRM? Is

Go to Page 30, Column 1

Merger Action Steps

What are the first steps you should take when you get wind of a merger?

Follow these to the letter:

- 1. Assemble a merger team. You'll need experts in networks, security, access control, business process, storage and backup, and more. But most importantly, you'll need the input and buy-in of department heads and executives. So get it now.
- 2. Define the metrics of success. People will judge you based on the results of this merger and how smooth it is. So define the yardstick they'll use. Write up financial metrics, help desk metrics, and operations metrics that you can point to when it's all said and done and show that you hit.
- 3. Plan, plan, plan. And then plan, plan, and plan some more. Get the help of program and project managers and write a highly detailed statement of scope.
- 4. Meet and greet. Get to know the people at the firm you're merging with. After all, they're about to be your colleagues. You'll want to get off on the right foot.

Play By The Numbers

Setting goals is one of the basic rules of project management. In fact, it's one of the basic rules of project success. In a merger, it's simply vital for IT managers to lay out goals they can measure after the merger is done.

Start with some metrics: How much money, expressed as a portion of your total budget, do you plan to save on data centers after the merger? You can be even more precise: How much do you plan to save on server maintenance or data center cleaning and so on? These are questions you can easily quantify, and upper management tends to understand numbers.

But don't count dollars alone. There are other metrics that show how much progress you're making. For instance, six months after the merger, how many calls do you log to the help desk, and is this a reduction from current levels or levels just after the merger itself? (Bear in mind that help desk tickets often soar in the weeks after a merger, as users are flatly befuddled by new systems.)

Other metrics you might like to consider include staff turnover, system downtime, problem closure rates, time to problem closure, and more.

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Longhorn Lookout

When Should SMEs Prepare For The Next Windows OS?

by Elizabeth Millard

SOMETIME IN LATE 2006, most companies will begin to think like cowboys. The release of Longhorn, Microsoft's planned major upgrade of its operating system will have IT departments doing technology roundups and coping with cattle-based puns from resellers. The OS now has preview copies available, leading many companies to start planning for full-scale implementation.

Like all major technology changes, it's advisable for IT and data center managers to plan as far in advance as possible for potential shifts and changeovers, but thinking about how and when to implement Longhorn might be tricky. Potential delays, unannounced features, and the chance of early bugs will probably keep most small and medium-sized data centers from rushing to go all-Longhorn on release day, analysts predict.

"Longhorn is such a major change that SMEs would be wise to delay adoption somewhat and see what happens with the early adopters," says IDC analyst Roger Kay. "For a majority of small companies, it might make sense to

more visible and easier to manage

mentations of others."

Caution Flags

Although many technology specific time frame for adoption.

they can and learn from the imple-

of a product's life."

consultants say that SMEs should include Longhorn as part of their long-term plans, one of the reasons that Kay advocates some foot dragging is that Microsoft is still tinkering with various features of the OS. That makes it difficult for companies to plan on a

wait up to a year after release if

First Steps Even if companies plan to hold off on Longhorn adoption until the OS has been in the marketplace for a few months, there are some strategies that can be planned

is hammering away on the OS.

"There's only so much that beta

testing and prereleases can do,"

says Kay. "As people have learned

from other software and operating

system releases, problems can

crop up that testers didn't find,

particularly in the first few months

The most important is to assign responsibility for Longhorn

before that 2006 release date.

notes. Most likely, those compo-Included in a transition plan nents won't be mission-critical and should also be steps for evaluation will show up in later point releaspast the preview copies. Microsoft es, but the tactic should be enough has launched a program with PC manufacturers for the creation of Longhorn-ready PCs that lets them

to make SMEs build a bit more time into their integration plans. build and market PCs that run on Another reason to think about potentially adding more time into Longhorn prior to the OS release the adoption process is that date. These systems should be Microsoft may have some securiavailable to consumers and compaty and other issues that won't be nies starting in early 2006, and known until a wide array of users companies that are considering

Aiming For Better Development

For developers, Longhorn will have an integrated platform for applications, documents, and graphics to the desktop ecosystem. Named Avalon, the platform is designed to allow developers to build applications without the kind of complexity usually seen with building user interfaces. Avalon consists of a set of interconnected services, frameworks, and APIs.

hardware transitions in the next six months may want to think about waiting until these systems begin appearing before making all their purchasing decisions.

Another planning step to think about is the move toward 64-bit computing. In April, Microsoft confirmed that Longhorn will include 32-bit and 64-bit capability. This should come as a comfort for those companies that fretted over Longhorn being 64-bit only, which would have forced them to step up the transition to 64-bit computing.

But it would be in the best interest of many SMEs to begin that transition anyway, and sooner rather than later, says Gartner Group analyst John Enck. Part of Longhorn's power will be in the performance improvements that come with 64-bit computing, so if a company waits to increase its computing ability at the same time that it adopts Longhorn, it could be mired in an OS upgrade while trying to recode applications for a 64bit architecture.

"Conservative enterprises can consider waiting for Longhorn before moving to 64-bit," says Enck. "But even if they're planning on delaying adoption, they should have a plan in place that addresses the time frame for a transition."

"There's only so much that beta testing and prereleases can do."

- Roger Kay, IDC

"Microsoft is very intent on getting Longhorn out on time," says Steven Kleynhans, an analyst with research firm Gartner Group. "If Longhorn slips in its release date, the company's partners will have missed their selling season, and everyone will be thrown off."

The company may have to start cutting features if the OS looks like it will get delayed, Kleynhans implementation to an individual or a small committee, says Kay. Designating someone now as a point person for the OS upgrade will allow them to keep an eye on Longhorn shifts and think about how they might play into the company's current environment. Also, that individual should contact vendors in early 2006 and get a sense of how they see Longhorn changing any hardware or software configurations that might reside within the company.

Most importantly, the person assigned to the Longhorn planning stage can download and test the Longhorn "alpha" preview to get a feel for the types of changes that might be in the works. One caveat is that many analysts predict that since Longhorn is still very much a work in progress, the finished product might bear little resemblance to the preview version, but at least SMEs can begin to feel comfortable with changes.

After The Merger

certain sections of a drive or on what the file is named.

New Longhorn Features For The SME

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• Better access control, for increased protection of information and services

· Visualization, organization, and search features designed to control the

data on PC, including email, documents, and photos. Longhorn can find a

file based on search terms about the file, not based on searches through

protection, as well as easier installation of security updates

through validated access by authorized users and applications

Continued from Page 27

there no way for your sales team to see a unified view of each customer, whether he comes to you over the Internet or through retail stores?

After a merger, you'll need to deal with these current pools of fractured data and the new data in the firm you've bought. That's a nightmare that IBM's Lechner knows well. In fact, it's such a common problem that IBM has launched Information on Demand, a program that aims to unify your corporate data in a streamlined system. It's a goal that's all the more vital after a merger.

According to Lechner, "A key attribute of an on-demand business is the free-flow of information around the enterprise. It's not characterized by islands of computing and puddles of data, but rather, a single pool of information that's available to different processes and applications."

Of course, "islands" and "puddles" of data are precisely what abound after a merger, and your ability to combine them into a single pool will largely define your merger's success.

"It's information of all sorts," says Lechner. "Today that information may be on the storage area network or it may be in direct attached storage. Many of our clients have multiple SANs, and the information is not shared between them. Even worse, in an average medium-sized enterprise, a single piece of data may be retained in 10 to 20 places."

Three Goals

To beat the post-merger data blues, Lechner counsels his Information on Demand clients to shoot for three goals. "First," he says, "simplify the infrastructure, end to end. You can't look at your storage environment in isolation from your server environment and so on. We leverage virtualization technology heavily in the simplification process."

After that, you'll need to ensure that your data is always available but always secure. According to Lechner, "You'll need to build resiliency into the infrastructure. Frankly, many of our clients don't have a highly resilient infrastructure today," a statement that can safely be said of nearly all post-merger firms.

And last, you'll need to engage in some information lifecycle management. How long will you keep your data? Which kind of data will you keep the longest? Where will you store your recent data, which is most likely to be accessed, and where will you store emails that are three years old?

Solve these problems and you'll be well on your way to a happy post-merger ending. In fact, you might even get a good night's sleep for once—and won't that be a first?

"A key attribute of an on-demand business is the free-flow of information around the enterprise."

- Rich Lechner, IBM

What's Happening

Running On A New Platform

Intel Embraces Platform-Centric Computers For More Features & Capabilities

by Stephen J. Bigelow

WHETHER DESKTOPS, workstations, or servers, a "computer" has always been a patchwork quilt of compatible parts all cobbled together to form a working system. Just consider that a processor made by one company is integrated into a motherboard sporting a main chipset made by another manufacturer, linked with supporting chips from a variety of other vendors, and run (at least at the hardware level) with a BIOS not written by any of the hardware makers.

Although this process may sound incomprehensible, it has allowed for much of the innovation and progress that has driven the computer evolution. But today, companies such as Intel are trying to change the land-scape of computer development, moving beyond the traditional amalgam of "chips" to bring additional features to the desktop in a far more efficient and cost-effective manner. We spoke with Gregory Bryant, general manager, Intel Digital Office



Platforms Division, Digital Enterprise Group, about Intel's move to "platformatize" the PC and introduce a new computing platform for business applications.

Not Your Daddy's Chipset

The traditional chipset that we're familiar with generally starts with the processor and then adds both a northbridge and southbridge chip to support a majority of the processing features for a given motherboard design. The northbridge usually handles high-bandwidth functions such as AGP (high-performance graphics) and main memory (DDR2 SDRAM) support, while the southbridge manages much of the storage and I/O features (SATA, ATAPI, Fire-Wire, Ethernet, and USB 2.0) that are ultimately found in the final design. Several other small chips may be included to handle a variety of low-end functions.

The problem, according to Bryant, is that the traditional patchwork approach to PC design often leaves systems with an incomplete feature set; not all device makers provide the same features to the same extent. Intel's solution to this issue is to shift the focus from chips to platforms, where platform-based designs can ensure features and performance levels not always available when mixing and matching chips. Bryant explains, "If you're able to work with all of the components of the platform (processor, chipset, network controller, storage processor, etc.), you have more options in designing features with greater potential. For example, you can't develop the most efficient security, graphics, or video capabilities if you're only working with one component. Intel AMT [Active Management Technology] gains its capabilities through the interaction of the network controller and chipset."

Focused On Features

The goal of platformatization is to allow for features and functions that may not

have been possible (or economical) to integrate before using uncoordinated, multivendor chip offerings. "The platform approach enables the development of new usage models in such areas as security, management, collaboration, pervasive connectivity, etc., and drives more rapid adoption than a fragmented component model," says Bryant. Today, all of Intel's mobile, desktop, and server development is platformcentric. "The platform approach (in which you develop features and capabilities by addressing the processor, chipset, network controller, storage processor, and other components as a single unit) has definite advantages in developing new features and capabilities that are more efficient. It's a case of the whole delivering more value than the sum of the parts," he says.

Expressed another way, platformatization allows PCs to be built around a defined set of features. PC makers can employ chips with high-end feature sets to build PCs intended for more specific markets (such as business or entertainment), rather than searching for chips that incorporate desirable features. As one example, Bryant cites Active Management Technology as a particularly appealing feature for businessrelated systems. AMT uses the chipset and a networking connection to provide administrators with more direct control over networked PCs, allowing real-time changes, updates, and troubleshooting that has not been possible. Thus, platformatization lets designers coordinate the actions of discrete chips to support such higher-level features. "A siloed component model doesn't allow this flexibility in development. As a result, OEMs, ISVs, and others are able to offer enhanced management capabilities that they would otherwise not be able to provide through a software and component solution," says Bryant.

Platform-centric PCs have proven their value in the IT industry. Bryant points to Intel's Centrino platform, introduced in 2003, and notes its influence on the computer industry: "The platform-centric approach has been the focus of our planning for quite some time. Centrino Mobile Technology was simply the first and still probably our best-known platform." Centrino's impact on mobile computing is undeniable.

Professional Business Platform & The Future

Although Intel is not immediately seeking to "brand" its emerging platforms (as it did with the Centrino brand), future platforms are already in the offing. Bryant says that businesses will receive many of the most immediate benefits from Intel's Professional Business Platform. "The Intel Professional Business Platform, a new category utilizing Intel's Stable Image Platform Program, combines many of Intel's best technologies for businesses into one platform for the first time. The Intel Professional Business Platform offers improvements in security with Intel Active Management Technology and Execute-Disable Bit. New collaboration usage models can be enabled with features such as Intel High Definition Audio, Hyper-Threading Technology, and Intel Graphics Media Accelerator 950. The Intel Professional Business Platform is based on the Intel Pentium 4 Processor 600 sequence and new Intel 945G Express Chipset and Intel PRO/1000 PM Network Connection. The platform can be found in a wide array of OEM's desktop business computers."

In spite of the promise offered by platform-based approaches, the future of Intel's initiative will depend largely on the computer industry. The real trick, says Bryant, is to garner industry support behind Intel's "platform" initiative. "The success of platform-based solutions depends on the support of a large number of parties. Intel is helping develop this strong ecosystem through its work with computer and board makers, investments in third-party companies, developing standards, and leading development of broad industry based solutions for critical business needs."

Although Intel is currently in the position to make all of its own platform components, few chipmakers are similarly positioned. If other companies opt to follow Intel's lead, they will need to revamp/adapt their product lines or form strategic alliances with other chipmakers to provide the necessary components for complete competitive platforms.

What's Next

Locking Up The Office

MICROSOFT OFFICE (along with other similar office tool suites) has long been a staple of office productivity, allowing employees to generate and review documents, mail, spreadsheets, and other files that can potentially carry sensitive information. Although Office and its kin have reigned for two decades, the free exchange and access of data is receiving increased scrutiny in light of government regulations. With Sarbox, HIPAA, and other regulations imposing very strict rules on data storage and management, Microsoft and other software makers are revisiting the security standards for their productivity software. The release of Office 12 in 2006 will likely provide ways to let businesses define rules that will determine how documents and other files are handled. Although it's not clear at this point just how such a lockdown will be accomplished, it's virtually certain that some server-based software element will be included to ensure that any rules are enforced uniformly across the enterprise.

■ Thin Clients At The Desktop

As companies grow and computing resources expand, IT managers and staffers are tasked with maintaining and securing an ever-growing number of servers, workstations, and desktop systems. Some small to midsized enterprises are overburdened by the task, and IT staff often delay (even ignore) critical tasks that might potentially expose the company and its valuable data. One alternative that has slowly been gaining momentum is the use of thin clients. The idea is to replace desktop systems with thin client appliances (such as Sun's Sun Ray device) that in turn draw their processing power and storage capacity from a remote server.

More recently, thin client technology has received more favorable attention as increased bandwidth and a broader array of available applications make the shift more viable for companies that have traditionally ignored thin clients. Some service providers, such as Savvis, are even handling the centralized processing and storage, allowing SMEs to outsource their entire IT infrastructure. The outside service provides program access, system management, and maintenance services for a variable flat rate per user. Thus, companies no longer need to deploy, service, or maintain their own desktop systems. Also, companies can worry less about government compliance by passing storage concerns on to a service provider.

Security Software Vulnerabilities

ENTERPRISE AND HOME PC users alike look to security software (such as antivirus utilities) for protection against easily exploitable vulnerabilities in OSes and everyday computer use. With the recent release of WinXP SP2, many common Windows vulnerabilities have been addressed. But as Windows vulnerabilities slowly abate, hackers are looking for other avenues into computers and networks, often exploiting issues with security software itself. According to analysts at the Yankee Group, 77 separate vulnerabilities were reported by security vendors over the 15-month period ending March 2005. That may not sound like much, but the trends are rising.

Unfortunately, security software makers are typically not held to the same level of scrutiny as Microsoft or other major software makers and are often not as quick to reveal and patch any flaws (leaving software users at the greatest risk). This cautionary tale should remind IT managers that security software is not exempt from attack. Security software should be patched for security flaws just like any other application, and security issues should be studied in detail as part of any new purchase decision.

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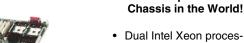


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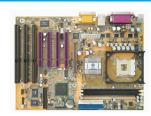
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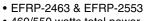
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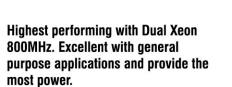
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- · Automate repetitive or labor-intensive operations, freeing valuable IT staff time for higher-value operations.
- Manage the activities of the IT organization by incorporating policies, procedures, and best practices.

Active Reasoning closes the gap between NSM and Service Management solutions, focusing on the human actions that support service delivery.



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Process Automation

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True Cross-Platform / Multi-Platform Solution

OpCon/xps is a fast flexible way to automate and control a wide range of IT & business processes. It is one efficient tool that does the work of many; reducing IT cost, complexity and risk by dynamically responding to changes in your environment.

SMA's expertise is delivering enterprise automation solutions worldwide. Whether your organization is implementing e-business solutions, integrating ERP applications or improving the automation of new and existing IT environments, OpCon/xps is the proven solution for managing complex workloads within complex systems.

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Altiris offers Web-enabled solutions that easily manage desktops, notebooks, handhelds and servers. Altiris provides fully integrated systems management solutions for client and mobile, server, and asset management that automate, simplify, and reduce the cost of IT lifecycle management. Download a free 30-day evaluation copy.



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Financial

July 15, 2005

www.Processor.com/Sybase2

Adaptive Server Enterprise (ASE) provides enterprises with a high performance system for data and transaction processing- for the lowest total cost of ownership. Continuing the legacy of business-critical performance and cost-effective computing, ASE 12.5.2 is faster, more efficient, and easier to deploy and maintain.

Sybase ASE is focused on the core factors that affect total cost of ownership-operational requirements, system performance, and application development. Sybase ASE includes built-in self-management tools, wizards to automate routine tasks, advanced XML and Web services support, and real-time message services when used with the Sybase Real-Time Data Services (RTDS) package.



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Project Management www.Processor.com/KMSciences

infoSavant™ is a highly flexible, easy to use, locally controlled and integrated Knowledge System. The system facilitates in-process collaboration, knowledge capture, and organization of business intelligence, thereby providing a comprehensive knowledgebase of the project domain. Web and Win32 based.

Knowledge Systems: Topic centric. User taxonomy. **<u>Electronic Library:</u>** Organizes files in their native format. **Workflow:** Proprietary Active Queue Technology. Collaboration and Blog Server: Discussions thread. **Decision Support:** Bi-directional access between infoSavant and Microsoft Excel.

Innovative Language Support: infoSavant can be adapted to any language at your location.



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Content Transformation

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M-Business Anywhere provides a platform for delivering Web-based content and applications to mobile devices rapidly and cost-effectively - with minimal recoding. Web developers can leverage their existing skill sets and open standards to develop and deploy fully interactive Web applications with sync-and-go or wireless capabilities. So no matter where end users are, they'll be able to tap into the information, applications and Web services they need to make more effective business decisions, more quickly than ever before. Just as importantly, you can develop, deploy, and maintain mobile Web applications rapidly and with the lowest total cost of ownership (TCO) possible. M-Business Anywhere powers the AvantGo mobile Internet service, with more than 10 million registered subscribers.



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Load Balancing

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Internet traffic management technologies provide full availability, optimal performance, and eliminate downtime. These solutions are critical pieces of any business-driving web-based application. Internet traffic management solutions include:

- Health monitoring
- Load balancing
- Bandwidth management
- Traffic redirection
- · Denial of service protection

By using intelligent traffic management technologies, you can control bandwidth service levels across all Internet links, provide optimum server resource sharing and redundancy, accelerate responsiveness, and maximize your return on investment.



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Load Balancing

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StoneBeat®



The StoneBeat product line is the market leading softwarebased high availability and load balancing solution for network security. StoneBeat's award-winning technology maximizes the effectiveness & availability of critical network components, such as 3rd party firewalls, antivirus protection, email/Web content scanning, malicious mobile code protection servers & intrusion detection network sensors.



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Network Analysis

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WildPackets' Omni³ is an advanced network fault analysis platform built from the ground up to increase network uptime and IT productivity.

Key Benefits

- Faster resolution of faults
- · Improved visibility into all parts of the network
- Increased uptime and network performance

Key Features

- OmniPeek Console for centralized monitoring and troubleshooting
- Distributed Omni³ engines for packet capture and analysis
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For your free eval, visit www.Processor.com/WildPackets



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Network Analysis

www.Processor.com/NI



Develop your automated tests 4X faster with TestStand3.1 - National Instruments newly released version of awardwinning test management software. NI TestStand is a ready-to-run test management environment for automating your test and validation systems. NI TestStand is designed to maximize test-code reuse through built-in language adapters and simplify maintenance by using a modular fully customizable test-system framework.



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QRadar Network Anomaly Detection In Real Time

Security is focused on your network's perimeter. So who's monitoring internal activity that threatens your network? QRadar maintains 24-hour vigilance to counter these threats. It learns normal behavior, flags irregular activities and their source, then identifies corrective measures.

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Network Management

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DeviceAuthority Suite -- the leading multi-vendor Network Change & Configuration Management solution providing:

- Real-time visibility and reporting of device configurations
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Network Management

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VoyenceControl! is a complete network configuration management solution from design to deployment to reporting. VoyenceControl! improves network security and increases availabilityby preventing errors from being introduced during the design or change process. VoyenceControl! significantly reduces the time, resources and costs associated with managing complex networks.



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AIC Europe BV

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Storage Series

XP Version: Up to 12"(W) x 13"(D) E-ATX/SSI EEB 3.5 size server boards



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-12 x SCSI or SATA hot-swap drive bays



RMC3E2-XP

-16 x SCSI or SATA hot-swap drive bays



RMC4E2-XP

RMC8E2-XP

-27"depth

-40 x SATA/SCSI hot-swap drive bays

-HPC + storage platform

-24 x SCSI, or PATA or SATA hot-swap drive bays





RMS2E2

-12 x Ultra 320 SCSI hot-swap bays



RMS3E2

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-48 x top-loading hot-swap SATA drive bays



RMC5E2-XP

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Network Management www.Processor.com/Tripwire2

Tripwire® for Network Devices is a multi-vendor network configuration management software product that centrally manages, monitors, and reports changes made to routers, switches and other network assets. Rely on Tripwire for Network Devices to increase network uptime, enable staff efficiencies, demonstrate compliance with internal IT policies or government regulations, and enhance security.



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Network Management

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- Visualize the logical & physical topologies of your network
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Network Management

www.Processor.com/SolarWinds



The SolarWinds Engineer's Edition Version 7 is a suite of networking management software containing Network Discovery, Fault Monitoring, Performance Monitoring and Performance Management applications. This toolset contains the award-winning discover and fault management applications as well as security and Cisco Router management tools. www.Processor.com/SolarWinds For More!



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Network Management

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Network Discovery

to meet new business mandates.

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 Server Discovery IPsonar uses multiple entry points, or Sensors, within a network to form an "IPsonar Grid" sweeping the far corners of the network for anomalies. These entry points can be moved throughout your network - a portability providing the flexibility needed for managing enterprise networks that are continually being optimized or changing

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Network Management

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MetaSolv Inventory Management helps you accurately manage all the resources required to deliver communications services, allowing you to identify availability, location, and capacity of your network assets. MetaSolv Inventory Management enables you to keep your inventory "evergreen"-continually refreshed with near real-time visibility into any discrepancies between the actual network and the inventory database. In addition to helping you serve your customers better, this functionality also facilitates your compliance with financial reporting requirements like Sarbanes-Oxley.

- · Manage and reduce physical network inventory costs
- Facilitate management of network inventory
- Manage customer and service inventory associations

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Database & Data Mining

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Bladeworks™ (Business Intelligence) software is the only configurable, plug-and-play solution that searches, analyzes, and operates on transactional and historical data in real-time across remote & disparate databases. Bladeworks has the unique ability to discover similarities and non-obvious relationships in data in real-time and apply the results of data analysis to an operational environment.



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Database & Data Mining

www.Processor.com/Archivas

ArC Overview

Network-based archive for fixed-content data

Storage Management Solution

Archivas Cluster (ArC) is a network-based archive management solution that is designed for long-term storage of digital assets. The archive database is distributed and replicated across multiple Linux servers, or nodes. Each node stores data and acts as a portal to access data. Built from industry-standard hardware, ArC's unique architecture enables an installation to scale easily and inexpensively from a small cluster of several server nodes, to many nodes that store hundreds of terabytes of data.



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Database & Data Mining

www.Processor.com/QStar



QStar HSM (Hierarchical Storage Management) has been setting the standard for storage management since its introduction. QStar HSM has continued to evolve to provide even greater performance and data security for the lifeblood of your business. With thousands of installations around the world and supporting a wide range of archival media and platforms, your choice of a solution is now easier to make than ever before.



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Database & Data Mining

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Sybase IQ 12.5 is a data warehouse platform designed specifically from the ground up for unsurpassed query performance and the lowest total cost of ownership for users' analytical applications. Based on recent TPC-H benchmarks, Sybase IQ is a category-leader in the business intelligence and enterprise data warehousing market, with record-breaking price-performance and storage efficiency, as well as the lowest total cost of ownership.

Sybase IQ is only business intelligence solution available on the market today that offers column-based data warehousing. Unlike traditional databases, Sybase IQ is architected for analytics - not transactions - and the columnbased structure provides significant advantages within a query environment, including reliable performance, easy maintenance, increased scalability and the need for fewer hardware resources.



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Database & Data Mining

www.Processor.com/Maxware

MaXware ExpresSync **Data Synchronization Tool**

MaXware's ExpresSync is a one-to-one data synchronization tool that enables enterprises to easily manage their identity integration requirements. ExpresSync securely moves data between any two repositories or applications - regardless of platform, protocol, type or location. ExpresSync is a low cost, scalable solution designed to meet the critical needs of an organization, improve efficiency and provide a rapid return-on-investment.

The MaXware ExpresSync is one component of MaXware's overall Identity Management offering including Meta Directory, Virtual Directory, Workflow, Provisioning and Password Management.

Starting at \$8,500



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Database & Data Mining

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Document Imaging

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The amount of information that arrives at your business increases everyday. And while a high percentage is Internet-based, much of it still comes the traditional way via paper documents. AnyDoc Software provides a complete line of automated document and data capture software solutions to eliminate the need for manual data entry from all your paper invoices, forms and documents. Our multiple award-winning OCR for AnyDoc® is the most powerful and flexible data capture solution available. It is currently in use at thousands of businesses worldwide, in virtually every industry, transforming stacks of paper invoices, forms and documents into computer-readable data without any need for data entry operators. With OCR for AnyDoc you will: improve productivity, increase data accuracy, reduce data entry costs, eliminate wasted resources, and receive a rapid ROI.



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Antispam

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GFI MailEssentials for Exchange/SMTP

- Block spam at server level no need to update clients
- Bayesian filtering detects 98% of spam
- Automatic whitelist management keep whitelists current
- Spam quarantine sort spam to users' junk mail folders • Blacklists scanning - stop mail from blacklisted senders
- Blocks spam based on message field (Email header)



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Antispam

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- Web interface for user spam management
- Mulitple antispam filtering technologies are used for high accuracy
- · Eliminates spam at the Internet gateway or mail server without filtering critical legitimate email messages Starting Price \$17.50 per user for commercial organizations. Volume & Educational discounts available.



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Antispam

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iHateSpam for Exchange™ installs quickly and easily on Exchange 5.5, 2000, and 2003 servers. Over 4,000 licenses

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- Fast setup "configure it and forget it"
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Antispam

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Email Filtering Service Blocks Spam and Viruses BEFORE They Reach Your Network postini 🗬

- No hardware or software to buy
- End-users manage their own quarantined messages
- Priority antivirus updates from McAfee
- · Easy to add exception rules for designated sender/domain
- Low per user per month charge (as little as \$3/user)

Protect yourself or resell to your clients to lessen legal liability or improve employee productivity. Can help block directory harvest attacks in conjunction with existing firewalls. Easier to manage than server-based solutions. Virus Protection-Spam Protection-Attachment Protection Network and IT Resources-Outbound Filtering-Reporting

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Antispam

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Tumbleweed MailGate™ is a secure, hardened Linux-based appliance, designed to remove spam and viruses from the email systems of small, medium, and large enterprises. MailGate is the only antispam appliance on the market with true artificial intelligence, which is why InfoWorld magazine rated it #1 against all competitors.

What Makes MailGate The Smartest Antispam Choice?

- Install and configure in less than 30 minutes
- Proactive and reactive approaches capture 98% of spam with extremely low false positives
- McAfee or Kaspersky antivirus stops viruses at the network edge
- Lowest total cost of ownership for real savings
- Tumbleweed is the trusted leader in email security, with over 10 years of innovation and over 1100 customers.



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Email

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SuSE Linux Openexchange Server is the modular all-inone communication and collaboration solution that yields savings of up to 63%! More importantly, from day to day you will enjoy the reliable, rapid, and automated coordination of information, documents, appointments, projects, addresses, and resources.

The SpinWeb SuSE Linux Openexchange Server (SLOX) is a self-contained hosted groupware solution that is changing the face of groupware and collaboration. Gone is the need to purchase and maintain expensive hardware for use in-house, the need for a dedicated T1 to host your mail and groupware in-house, and the need for an overworked IT department to keep up with security patches, virus definitions, updates, and system maintenance. Release your IT burdens and let Openexchange, SpinWeb's hosted groupware solution, handle all your groupware needs.



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Automatically Manage Mailboxes, PST Files and Public Folders

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Archive documents and attachments to a secure location, perform keyword searches to locate/retrieve information, enforce retention policies that proactively control storage space, address compliance issues and compact PSTs. Management is transparent to end users and can be applied to certain users or groups. Download a FREE TRIAL today and immediately view statistics across your entire enter-

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GFI MailArchiver for Exchange

- Provide end-users with a single web-based location in which to search all their past email
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- · Comply with Sarbanes-Oxley, SEC & other regulations



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Email Utility

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\$395 for 10 users



Policy Patrol Email for Exchange Server and Lotus Notes/Domino offers antispam, antivirus, keyword filtering, attachment blocking, compression, disclaimers, signatures and many more email management features. Policy Patrol includes a powerful rules wizard that allows you to create customized user-based rules by specifying conditions, exceptions and actions.



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Email Utility

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Sophos PureMessage for Windows/Exchange is a comprehensive, flexible email management solution.

- Policies combine antispam, antivirus and policy enforcement to guard against attacks such as multi-faceted spam, virus, DHA and DoS.
- Checks all email traffic passing through your email server, providing an extra layer of protection against worms and viruses



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Email Utility

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Stellar E-Mail Shuttle™ is the leading industrial strength migration software providing AnyWhere2AnyWhere™ e-mail migration and directory synchronization to and from Microsoft® Exchange, Novell® GroupWise®, Lotus® Notes®/ Domino®, Fisher TAO, Scalix, Oracle® Collaboration Suite, Sun ONE™, HP OpenMail and IMAP4-compliant systems. For a free evaluation, visit www.Processor.com/Stellar



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Instant Messaging

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insta-REACT! is a SIP-based converged platform for instant voice communications. It provides an all-in-one communication solution as well as a one to one, one to many, and many to many voice communications. All features are delivered on a single software user interface on the user's PC using the corporate network. The Solution provides secure, standard-based multimedia communications including:

- •Instant Message (IM)
- Presence •Numberless Dialing (Paging) Intercom
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The system feature set is optimized to support the communications needs of any enterprise seeking instant group voice communications, remote workgroups, telecommuters and mobile workforces.



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Mobile CRM

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Packaged Speech Application

Now you can access Microsoft™ Outlook email, calendar and appointments over the phone with Voice Automation for Microsoft Exchange. Whether commuting, working off site, or traveling between customers, mobile access through voice is reliable and fast. Your voice is the interface, no keyboard required to read, reply to and create new Outlook data, including appointment times and contact information. Updates are system-wide, so off site and on-premise CRM users are always in sync. It's a low-cost hosted or on-premise solution that gives you the functions of a wireless PDA, along with the ability to create update data remotely. Minimal installation and training required.



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Mobile CRM

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Air2Web's 2CRM is a set of mobile solutions enabling secure, wireless access to critical data from companies' FFA, Call Center, and SFA applications, including Siebel. From a wireless device, employees are able to securely access, work with, and respond to enterprise data whenever and wherever they

For more info, visit: Processor.com/Air2Web



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Mobile Email

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Air2Web's 2Mail solution enables wireless access to Microsoft Exchange, Lotus Domino, POP3 and IMAP based email software. With 2Mail, businesses have a single solution for offering wireless email to a variety of mobile devices, including RIM, Palm, Pocket PC, WAP, SMS & J2ME handsets. 2Mail features access to email, calendars, contact info & attachments, in addition to the ability to securely authenticate devices & users.



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Mobile System Management

www.Processor.com/Ecutel



Tool Categories

Exchange Servers
Server States Queues Logged On Users Mailboxes Public Folders

Computer Tools

Infrastructure Command and Control (IC2) is a remote enterprise management solution that enables IT professionals to securely manage all network elements remotely using a handheld device or a Web browser. With IC2's unique shortcuts feature, complex IT tasks can be simplified into one-click operations and executed from anywhere. www.Processor.com/Ecutel



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Operating System

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Software comes in many flavors on the iSeries, from the operating system, to middleware, to industry solutions. Of course, no discussion of software can begin unless you understand the basics about this very unique operating system, OS/400. Designed as a single entity, it offers built-in facilities such as our DB2-based relational database, communications and networking capabilities, online help and much more. On iSeries, the user/operator communicates with all the components of the operating system using either an intuitive graphical user interface or a standard digital presentation. Information on i5/OS™, the next generation of OS/400 operating system, is available now.



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Access Control

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Safe Access™ ensures that endpoint devices accessing the network are free from security threats and in compliance with the organization's standards. Safe Access systematically tests endpoint devices - without the use of a client or agent - for compliance with organizational security policies, quarantining non-compliant machines before they damage the network. Safe Access ensures that the applications and services running on endpoint devices are upto-date and free of worms, viruses, trojans, P2P and other potentially damaging software. It dramatically reduces the cost and effort of securing those devices - devices accessing the network through VPN or dial-up, devices logging onto the network directly, and devices connecting through wireless networks - devices your IT group may not have adequate control over.



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Access Control

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Synctomi appliances combine identity-based access control, integrated worm and other threat protection with wire speed performance. By uniquely combining packet filtering and directory communications, which is integrated with a network's existing authentication method, the VNS appliance creates a unique, self-contained communication between each user and the network. Not only are resources and ports exposed on a need to know basis dynamically, the device increases security by eliminating any view of all other resources in the network topology.



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Access Control

www.Processor.com/Courion

User ID Management Solution

AccountCourier®, Courion's automated account provisioning and user ID management solution, enables authorized individuals to instantly grant, revoke, or modify account access on any operating system, application, or Web portal without manual intervention.

AccountCourier provides:

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Access Control

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Single Sign On, Flexible Password Management

SSO Plus is an easy-to-use, flexible password management product. It provides the user with the ability to access all applications on their desktop using a single user ID and password. After the user has logged onto their PC, they can access password-protected applications on their desktop without the need to enter any further credentials. SSO Plus learns the logon credentials of each application started on the user's desktop. When the application is next started. SSO Plus will automatically enter the required logon credentials. There is no need for users to write down the logon credentials for each application; no need for password synchronization, and it encourages the use of strong passwords.

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Imagine an online world where you no longer have to remember various usernames & passwords for the dozens of sites that you visit. The new RoboForm 6.0 password management & form filling tool memorizes online passwords, automatically logs users onto Web sites, generates random secure passwords and fills out long registration forms with one click. This latest version allows users to take their "identity" - password details wherever they travel on a USB key, along with a PDA version.



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Access Control

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Entrust TruePass*



You can't choose your users; however, you can choose their method of authentication. Entrust TruePass delivers strong authentication for the Web that is easy to use increasing security and reducing help-desk calls to a minimum. It is easy to deploy and allows users maximum mobility to access sensitive applications from any location through only a browser. www.Processor.com/Entrust



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- Prevent spyware and malicious mobilecode · Block peer-to-peer (P2P) file sharing



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Database Security

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WizRule® automatically reveals all the rules governing the data and points out cases that deviate from the discovered rules as suspected errors. The rules can be if-then statements, mathematical formulas or spelling regularities. WizRule detects symptoms of fraud in the data, exposes suspicious exceptions and discovers relations among data fields.

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- Reports the rules, and the cases deviating from the norm.
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Event Correlation

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Event Correlation

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Lancope

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Event Correlation

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Event Correlation

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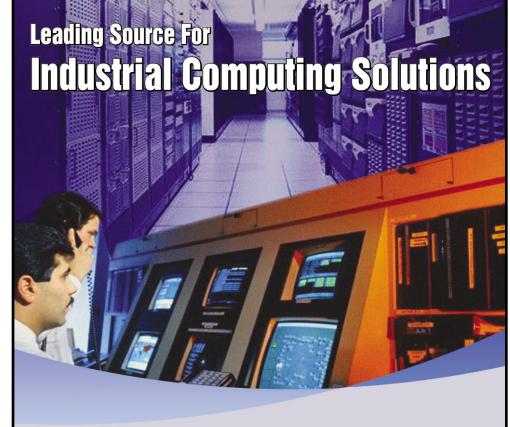


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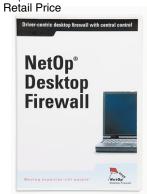


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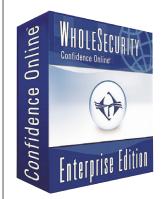
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IDS/IPS

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Policy Compliance

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Active Administrator is a comprehensive management and auditing solution enabling administrators to efficiently manage Active Directory Security and Group Policy in Windows 2000 and 2003 based networks.

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VPN Application

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VPN Application

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OvisGate is browser-based Secure Sockets Layer (SSL) VPN software solution for Windows and can run on any Windows 2000 and XP computer. It builds a Virtual Private Network on the Internet in minutes and no client hardware or software needs to be installed. With OvisGate SSL VPN software installed, users can access a corporate intranet from anywhere, anytime and access it securely.

OvisGate is the perfect solution for small businesses that need to provide confidential information to remote users, to multi-locations, to employees on the road, or to business partners or customers in need of accessing the corporate intranet. The time and energy saved by using OvisGate makes it the more financially safe and least problematic solution to your corporate access needs and it has the lowest cost among VPN solutions in the market.



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Backdoors, unsecured accounts, misconfigurations, software defects and unnecessary services. Now you can fix vulnerabilities with Hercules, an automated vulnerability remediation solution created by Citadel Security Software. Hercules provides flexible, end-to-end capabilities to fix all five classes of vulnerabilities. For the first time you can proactively reduce security risks in hours, not months.



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List Price: \$795 per server and \$29 per desktop



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Backup Application

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Backup Application

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\$10,700 Starting Price



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Backup Application

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Backup Application

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312's flagship product LeanOnMe provides platform independent peer-to-peer backup and remote access capabilities. Using innovative Peer-to-Peer technology, LeanOnMe allows you to backup your files to your friends, family, or colleague's computer. This is all done quickly, easily, and safely, using encryption standards similar to that used by banks and the military.

Try it free online at www.312inc.com

LeanOnMe features:

Backup Utility

www.Processor.com/B&L

Vertices® Media Management System is the comprehen-

even the most stringent business continuity guidelines.

sive, scalable disaster recovery tool that will help you meet

Vertices lets you easily store, track, move and protect all the

media your company generates. And since Vertices inte-

grates seamlessly with your backup system, the tracking /

logging of your backup media will be done automatically.

- Installation & setup wizard
- Protects files or folders
- · Easy scheduler for continuous, effortless backup
- Simultaneous backups to multiple off-site peers
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- · Securely encrypts and compresses the data
- No monthly web storage fees!



Vertices

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Backup Application

www.Processor.com/Ceelox



Devu Pro Server Edition provides a unique combination of data security, data privacy capabilities and biometrics in one, while maintaining business continuity. From the small startup to the largest corporate environment, Devu Pro Server Edition provides everyone from the desktop user to the systems administrator peace of mind, knowing all important and pertinent information is being synchronized and secured while the user works at the desktop.



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geneous environments over ordinary IP networks. Once

running, protecting your critical files by mirroring them as

installed on your host, Constant Replicator™is always

they change to one or more remote servers over your

As your business migrates to the next level where data

availability is critical, consider the many enterprise envi-

ronments where Constant Replicator™ can make the

transition simple and hassle-free while simultaneously

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Backup Utility

www.Processor.com/AES

American Eagle's WEBSCAN Web-based media tracking system

Track Media

- For Mainframe and Open Systems
- To and from any location
- By retention date or cycle control
- Kept in containers or slotted at the Vault • Regardless of media type

Inventory

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- Media at the Offsite Vault

Web-Based Advantages

- Access information from anywhere anytime
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Storage Resource Mgmt.

www.Processor.com/Creekpath

The CreekPath Suite provides integrated Storage Operations Management—you can readily discover what you have, see how it is performing, visualize the storage environment, and identify resources and opportunities for optimization. You can automate reporting to stay up to date on the health of your storage environment, and accurately plan for future demands. The CreekPath Suite also has management capabilities that let you resolve problems and automate workflow according to policies, sharing a common workflow and a policy engine that automates processes while tightly integrating Storage OperationsManagement (SOM) for maximum efficiency.

The CreekPath Information Portal is web-based and simple to use, and it can be accessed from anywhere in the



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Storage Resource Mgmt.

NTP Software Quota & File Sentinel enables users to enforce the appropriate usage policies, so you can preserve system performance and availability. With Quota & File Sentinel you can enforce disk space limits on directories, shares and servers in order to control user consumption, manage data stored on servers and gain real-time data on storage performance.

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Storage Resource Mgmt.

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Storage Resource Mgmt.

www.Processor.com/Nstor

nStor has built its NexStor platforms on a common management tool, providing you with the ability to easily manage your information assets. StorView management software allows you to leverage your storage resources to enhance the performance of your business applications, while simplifying and reducing the cost of managing storage environments.

- Easy to use, centralized management
- Flexibile and customizable
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- Alert notification via SNMP or email
- Continuous uptime
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- Advanced features: Virtualized LUN, Environment Capture, Statistical Reporting



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Storage Resource Mgmt. www.Processor.com/DataCore2

SANmelody™ software converts PC servers into costeffective expansion disk servers. Their added capacity appears as additional internal drives to disk-starved servers on LANs or SANs. This simple solution eliminates the need to commission extra application servers when the existing systems have no more room to add disks. Advanced options include point-in-time snapshots, auto failover across redundant disk servers, auto provisioning of disk space and long-distance asynchronous replication over IP WANs. These functions are host-independent and operate without occupying resources on the application servers.

To enhance application security and availability, SANmelody-equipped disk servers can maintain up-to-date copies (mirror images) of critical data currently housed on internal disk drives.



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Storage Resource Mgmt.

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CaminoSoft's Managed Server HSM(tm) software provides a straightforward, cost-effective solution for managing the complexities of data storage. Combine the software with your Windows 200X and NetWare production servers and a host of off-the-shelf storage devices, including SAN, ATA/RAID, NAS, optical, and tape subsystems. The result is a finely tuned data storage resource supporting virtually infinite growth and availability. *Call for a price quote.

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Storage Utility

www.Processor.com/SCS

SCSItoolbox

\$4495

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Storage Utility

www.Processor.com/StringBean



WinTarget is a powerful iSCSI target software solution designed specifically for the Windows 2000/XP/2003 platform that enables IT departments to benefit from cost-effective

network storage solutions. Leveraging the iSCSI protocol, WinTarget enhances Windows sharing of disk systems over an Ethernet network. WinTarget seamlessly integrates into the operating system enabling customers to leverage their investment in Windows by providing networkwide secure storage provisioning and high availability. Storage capacity is no longer trapped behind a single server or unavailable if a single server fails. Typical applications of WinTarget include sharing locally attached free disk resources among servers, extending high-performance fault-tolerant disk devices across the network, consolidating storage, or creating cost-effective cluster environments.



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Cluster Management

www.Processor.com/Veritas3

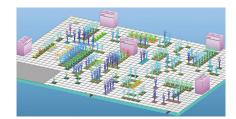
VERITAS Cluster Server, the industry's leading open systems clustering solution, is ideal for reducing planned and unplanned downtime, facilitating server consolidation, and effectively managing a wide range of applications in heterogeneous environments. With support for up to 32 node clusters in SAN, VERITAS Cluster Server features the power and flexibility to protect everything from a single critical database instance, to the largest, globally dispersed, multi-application clusters. Increasing automation, providing features to test production disaster recovery plans without disruption, and offering intelligent workload management allow cluster administrators to maximize resources by moving beyond reactive recovery to proactive management of application availability.



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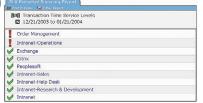
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Our software solutions help users:

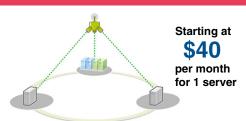
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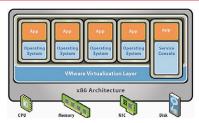
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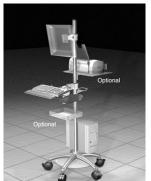
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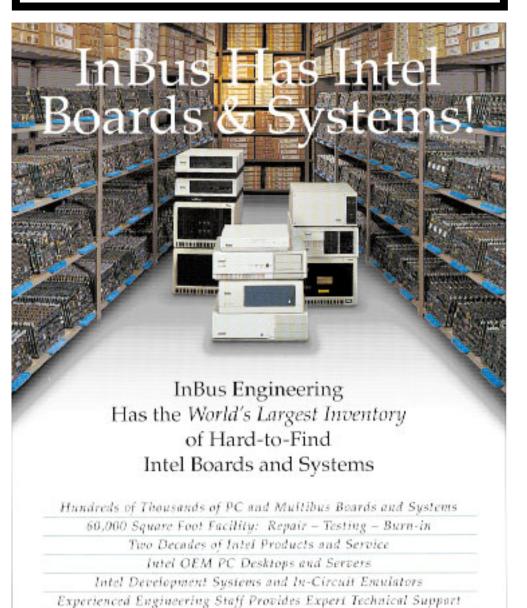


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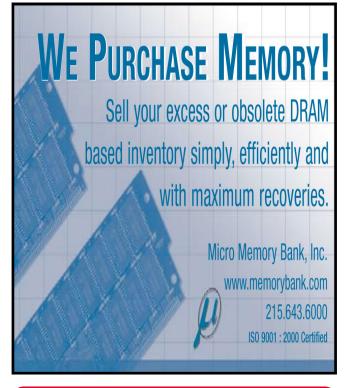
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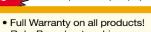


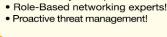


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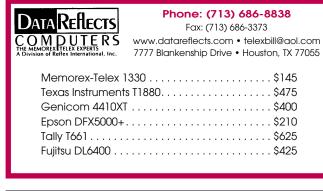
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Dual Gigabit LAN
Based on Supermicro 6113M-i

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Your Custom Appliance Solution

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